ICPS Factory User Manual

Thank you for using the ICPS factory database system of ICTI CARE Process. Prior to entering the ICPS system, applicant factories are encouraged to read through this user manual to familiarize themselves with the basic functions and procedures of using the system. For any inquires that are not mentioned in this user manual, please do not hesitate to contact us at tel. no.: +852-21112462; email: info@icti-care.org .

***Kind reminder**: In addition to the existing functions of Factory New/Annual Application, Inquiry on Status of Factory Application, and Management on Factory User Account, Inquiry on Status of Audit Progress and Download Audit Report, it further provides a platform for factories to connect with their brands and hence allow the brands to view their factory profile, registration/auditing progress and seal status, and download audit reports.

Thank you for your collaboration!

Version History:

Date	Version	Remarks
2015-11-30	03	Add---Part III. 10. Trading Relationship Management Update---Part V. Notifications
2015-10-20	02	Add---Tips for Users Update---Part I. requirement on application information input Add---Part III. 6. User Information Update Update---Part III. 8. Audit Process and History Add---Part III. 9. View/Download Audit Report Add---Part V. Notifications
2015-05-18	01	Initial release

Tips for Users

- You are suggested to use **Internet Explorer 11/Firefox/Chrome** to access the system. Using other bowsers or versions may result in system error.
- If you do not receive the emails from the system such as *account activation*, *password reset* or any subscription notifications, you may need to check the spam email folder.
- You are encouraged to update the user accounts of your factory in the event of a change of your factory's contact person; otherwise your factory may miss important messages sent from ICTI CARE or the system such as *Annual Registration Reminder*.
- The login user accounts of your factory should be the registered/contact emails in ICTI CARE. You should use a valid corporate email address. If a personal email address is used, factory should delete the user that no longer works at the company/factory in order to protect your factory from information leakage.

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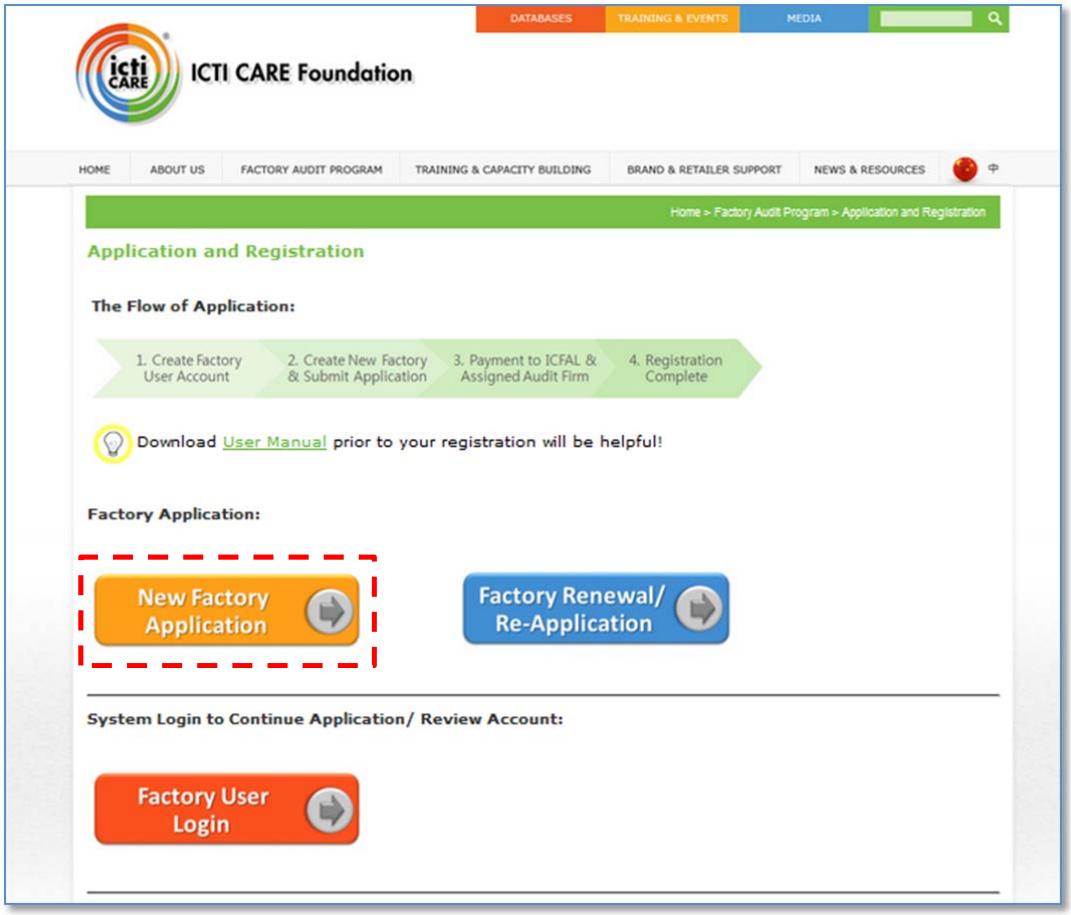
I. New Factory Application

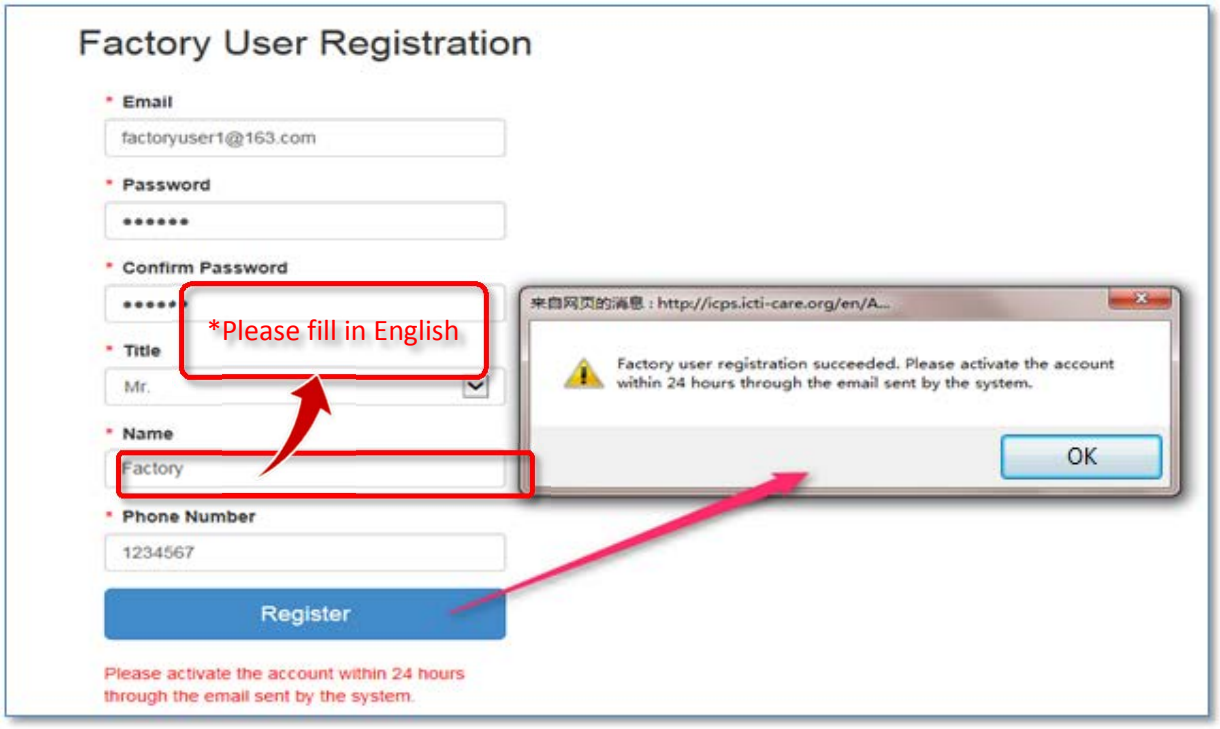
1. New User Registration

Go to ICTI CARE Website http://www.icti-care.org/e/content/cat_page.asp?cat_id=165, click "**New Factory Application**".


DATABASES
TRAINING & EVENTS
MEDIA
ICTI CARE Foundation
HOME
ABOUT US
FACTORY AUDIT PROGRAM
TRAINING & CAPACITY BUILDING
BRAND & RETAILER SUPPORT
NEWS & RESOURCES
Home > Factory Audit Program > Application and Registration
Application and Registration
The Flow of Application:
1. Create Factory User Account
2. Create New Factory & Submit Application
3. Payment to ICFAL & Assigned Audit Firm
4. Registration Complete
Download User Manual prior to your registration will be helpful!
Factory Application:
New Factory Application
Factory Renewal/ Re-Application
System Login to Continue Application/ Review Account:
Factory User Login

You will then open the **Factory User Registration** page, see figure 1. Factory must fill in all the boxes marked with "*". Press the "Register" button at the bottom of the page after inputting all the required data. A reminder will pop up, click on the "OK" button and the new factory user registration will be completed. User account must be activated via email before logging in the system.

Figure1: User Account Creation



- Upon user account registration, user will receive a verification link in the registered email. User must, within 24 hours, confirm the verification so to activate the account. Otherwise, the user account will be automatically deleted and user will have to register again.

- If you do not receive the activation email, you should check the spam mail folder.

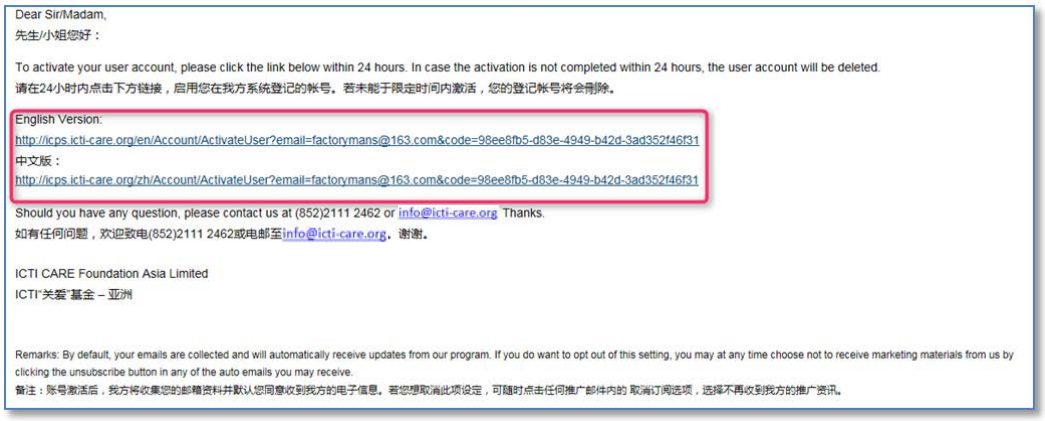
- User must register with a valid email address, which will be set as the account user name by default setting. Do NOT register with any email address that you are unable to access; otherwise, you will miss important messages such as account activation, password reset, system notifications, etc.

- User must register with a corporate email address. If a personal email address is used, factory should delete the user that no longer works at the company/factory in order to protect your factory from information leakage.

2. New User Activation

User will receive an email sent by the system after their user account is created. See figure 2.

Figure 2：User account activation email


Dear Sir/Madam,
先生/小姐您好：

To activate your user account, please click the link below within 24 hours. In case the activation is not completed within 24 hours, the user account will be deleted.
请在24小时内点击下方链接，启用您在我方系统登记的帐号。若未能于限定时间内激活，您的登记帐号将会删除。

English Version:
http://icps.icti-care.org/en/Account/ActivateUser?email=factorymans@163.com&code=98ee8fb5-d83e-4949-b42d-3ad352f46f31
中文版：
http://icps.icti-care.org/zh/Account/ActivateUser?email=factorymans@163.com&code=98ee8fb5-d83e-4949-b42d-3ad352f46f31

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至info@icti-care.org。谢谢。

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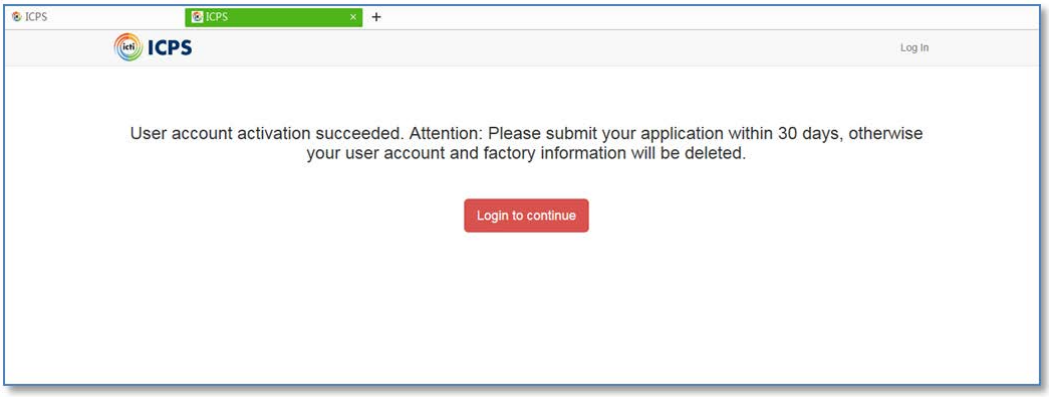
Remarks: By default, your emails are collected and will automatically receive updates from our program. If you do want to opt out of this setting, you may at any time choose not to receive marketing materials from us by clicking the unsubscribe button in any of the auto emails you may receive.
备注：账号激活后，我方将收集您的邮箱资料并默认您同意收到我方的电子信息。若您想取消此项设定，可随时点击任何推广邮件内的 取消订阅选项，选择不再收到我方的推广资讯。

Enter the account activation page by clicking the link in either language. See figure 3.

Figure 3：User activation page


ICPS
ICPS
ICPS
Log In
User account activation succeeded. Attention: Please submit your application within 30 days, otherwise your user account and factory information will be deleted.
Login to continue

By clicking the “Login to continue” button, the system will return to the login page. User account can only be activated once.

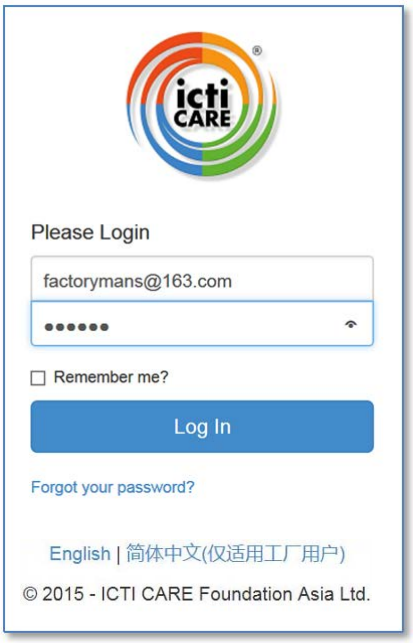
- New user has to create and submit at least one application within 30 days from user account registration; if not the existing user account will be removed from the system automatically.

3. New User Login

User will be directed to the login page (see figure 4) by clicking “Login to continue” in figure 3. Input your user name and password, and then click “Log In” to enter the system.

To login the system as regular user, please refer to “Standard Login” in Section 3 of Part III.

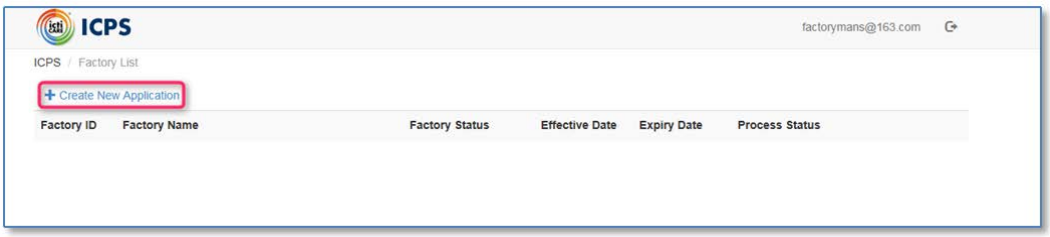
Figure 4：Login Interface



4. Submit New Factory Application

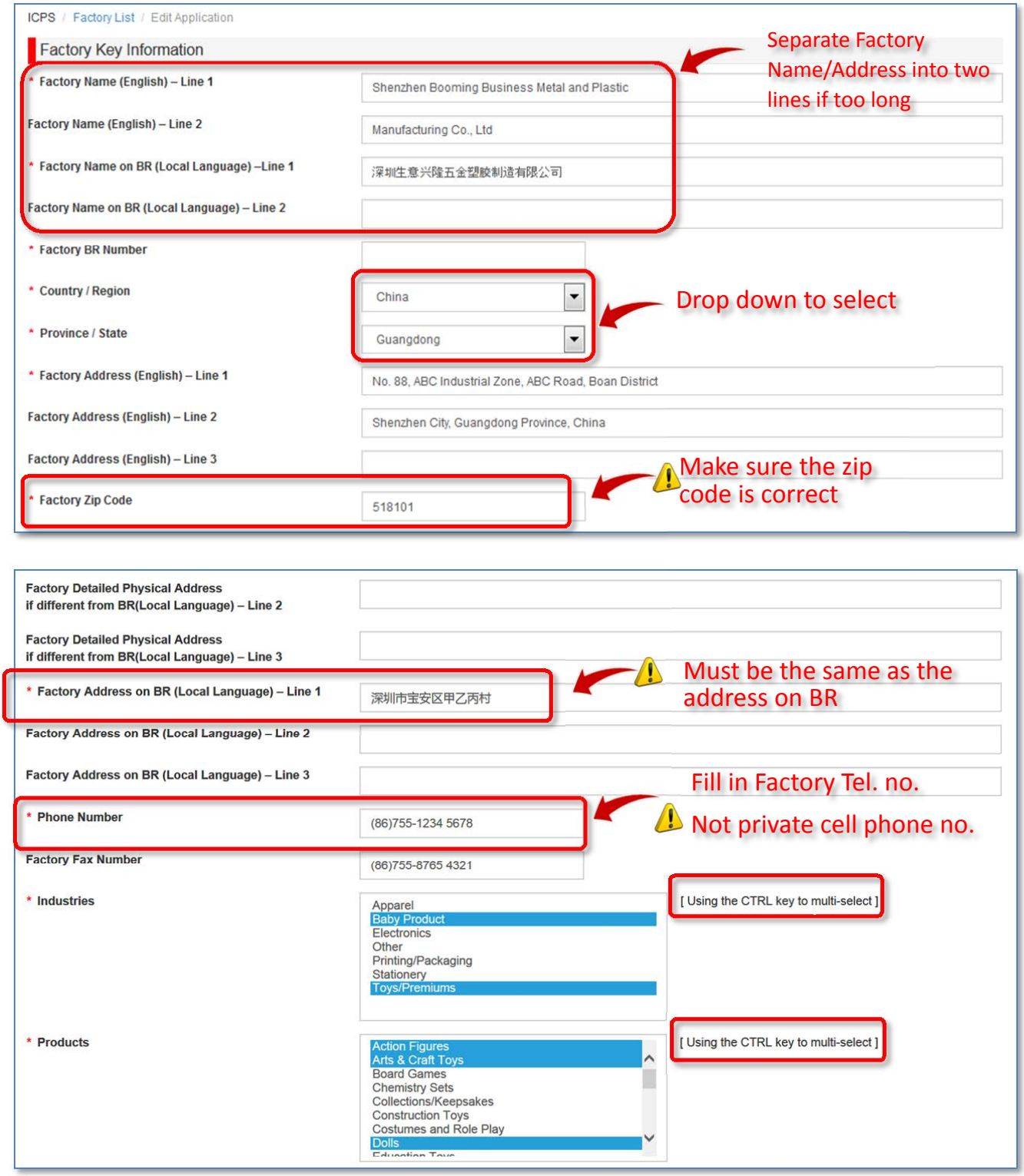
New user will enter the ICPS system after logging in successfully. Click “Create New Application”. See figure 5.

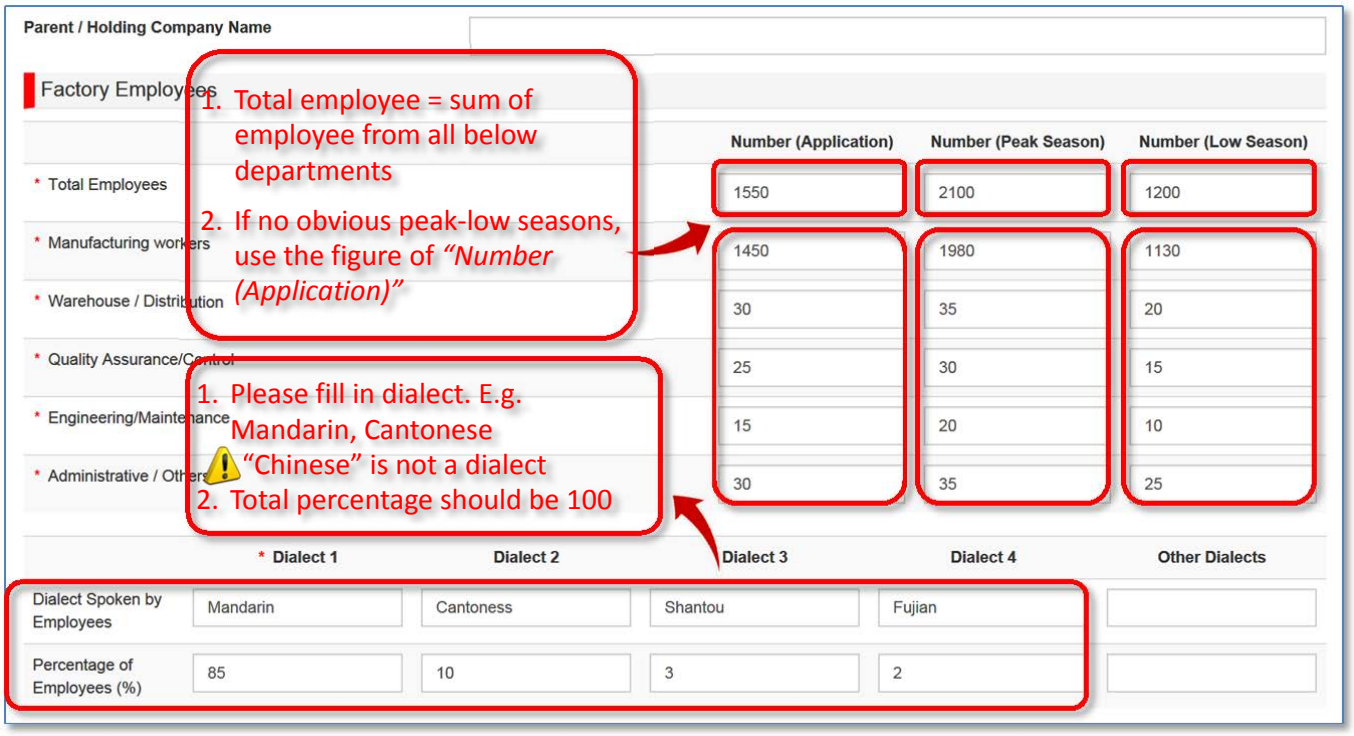
Figure 5：Page of new application creation

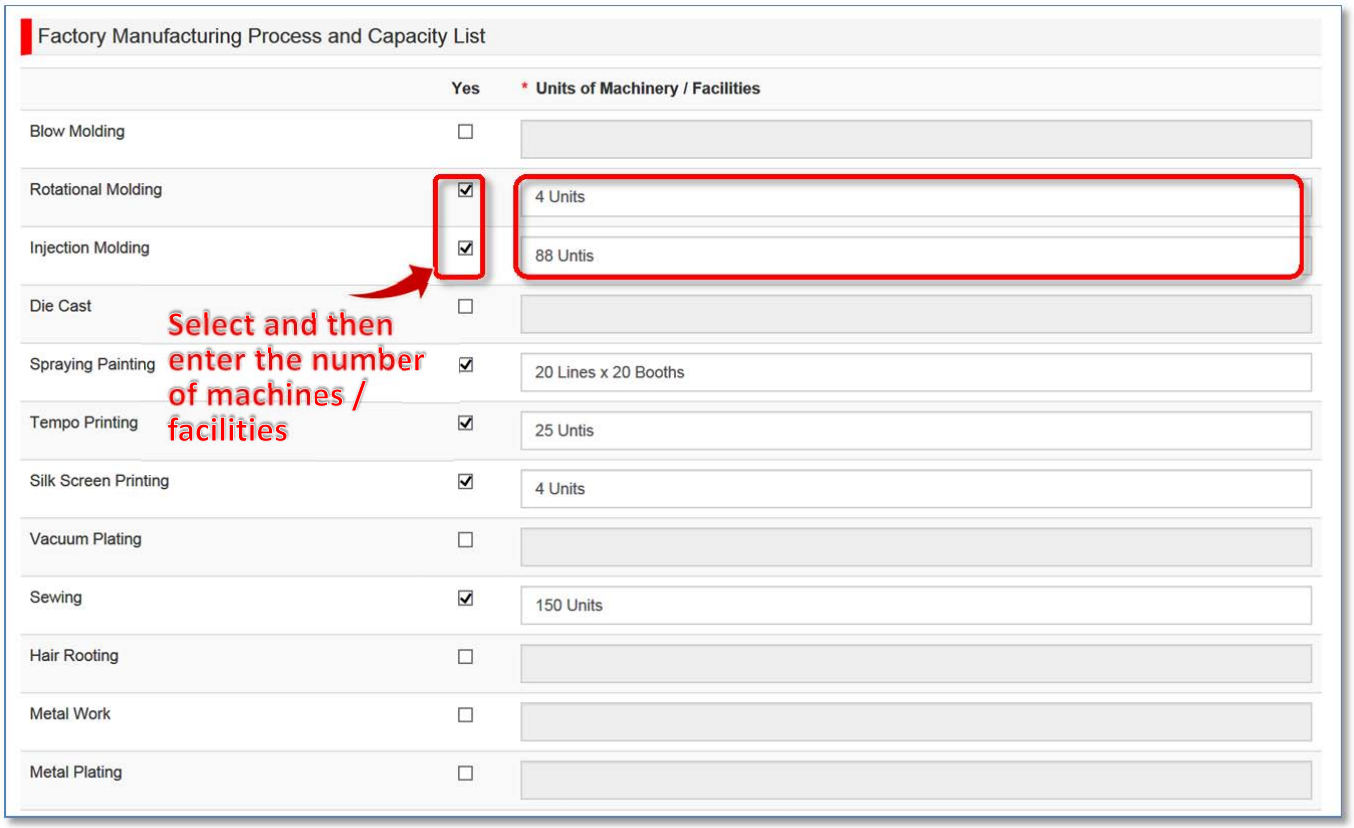


User will then enter the Factory Information page. User may fill in the information and upload document as per the guidance below. See figure 6.

Figure 6：Factory information page


ICPS / Factory List / Edit Application
Factory Key Information
* Factory Name (English) – Line 1
Shenzhen Booming Business Metal and Plastic
Factory Name (English) – Line 2
Manufacturing Co., Ltd
* Factory Name on BR (Local Language) –Line 1
深圳生意兴隆五金塑胶制造有限公司
Factory Name on BR (Local Language) – Line 2
* Factory BR Number
* Country / Region
China
* Province / State
Guangdong
* Factory Address (English) – Line 1
No. 88, ABC Industrial Zone, ABC Road, Boan District
Factory Address (English) – Line 2
Shenzhen City, Guangdong Province, China
Factory Address (English) – Line 3
* Factory Zip Code
518101
Separate Factory Name/Address into two lines if too long
Drop down to select
Make sure the zip code is correct
Factory Detailed Physical Address if different from BR(Local Language) – Line 2
Factory Detailed Physical Address if different from BR(Local Language) – Line 3
* Factory Address on BR (Local Language) – Line 1
深圳市宝安区甲乙丙村
Factory Address on BR (Local Language) – Line 2
Factory Address on BR (Local Language) – Line 3
* Phone Number
(86)755-1234 5678
Factory Fax Number
(86)755-8765 4321
* Industries
Apparel
Baby Product
Electronics
Other
Printing/Packaging
Stationery
Toys/Premiums
[Using the CTRL key to multi-select]
* Products
Action Figures
Arts & Craft Toys
Board Games
Chemistry Sets
Collections/Keepsakes
Construction Toys
Costumes and Role Play
Dolls
[Using the CTRL key to multi-select]
Must be the same as the address on BR
Fill in Factory Tel. no.
Not private cell phone no.


Parent / Holding Company Name
Factory Employees
1. Total employee = sum of employee from all below departments
2. If no obvious peak-low seasons, use the figure of "Number (Application)"
Number (Application)
Number (Peak Season)
Number (Low Season)
* Total Employees
1550
2100
1200
* Manufacturing workers
1450
1980
1130
* Warehouse / Distribution
30
35
20
* Quality Assurance/Control
25
30
15
* Engineering/Maintenance
15
20
10
* Administrative / Others
30
35
25
1. Please fill in dialect. E.g. Mandarin, Cantonese
"Chinese" is not a dialect
2. Total percentage should be 100
* Dialect 1
Dialect 2
Dialect 3
Dialect 4
Other Dialects
Dialect Spoken by Employees
Mandarin
Cantoness
Shantou
Fujian
Percentage of Employees (%)
85
10
3
2


Factory Manufacturing Process and Capacity List
Yes
* Units of Machinery / Facilities
Blow Molding
Rotational Molding
4 Units
Injection Molding
88 Untis
Die Cast
Spraying Painting
20 Lines x 20 Booths
Tempo Printing
25 Untis
Silk Screen Printing
4 Units
Vacuum Plating
Sewing
150 Units
Hair Rooting
Metal Work
Metal Plating
Select and then enter the number of machines / facilities

Wood Processing	☐	
SMT	☑	4 Untis
IC Bonding	☑	6 Units
Electronics Assembly	☑	4 Lines
General Assembly	☑	6 Workshops
Packing	☑	6 Workshops
Flat Belt Conveyor	☑	24 Lines
Paper Printing	☐	
Others Manufacturing Process (Please specify manufacturing process, and units of machinery / facilities)	☑	Blister, 20 Units; Ultra-Sonic, 18 Units;

Factory Premises

Premises in Main Factory

	* Total	* Production	Warehouse	Dormitory	Others
Number of Buildings	8	5	1	1	1
Occupied Area(M^2)	45000	30000	5000	500	5000

⚠ Sum of the 4 figures on the right

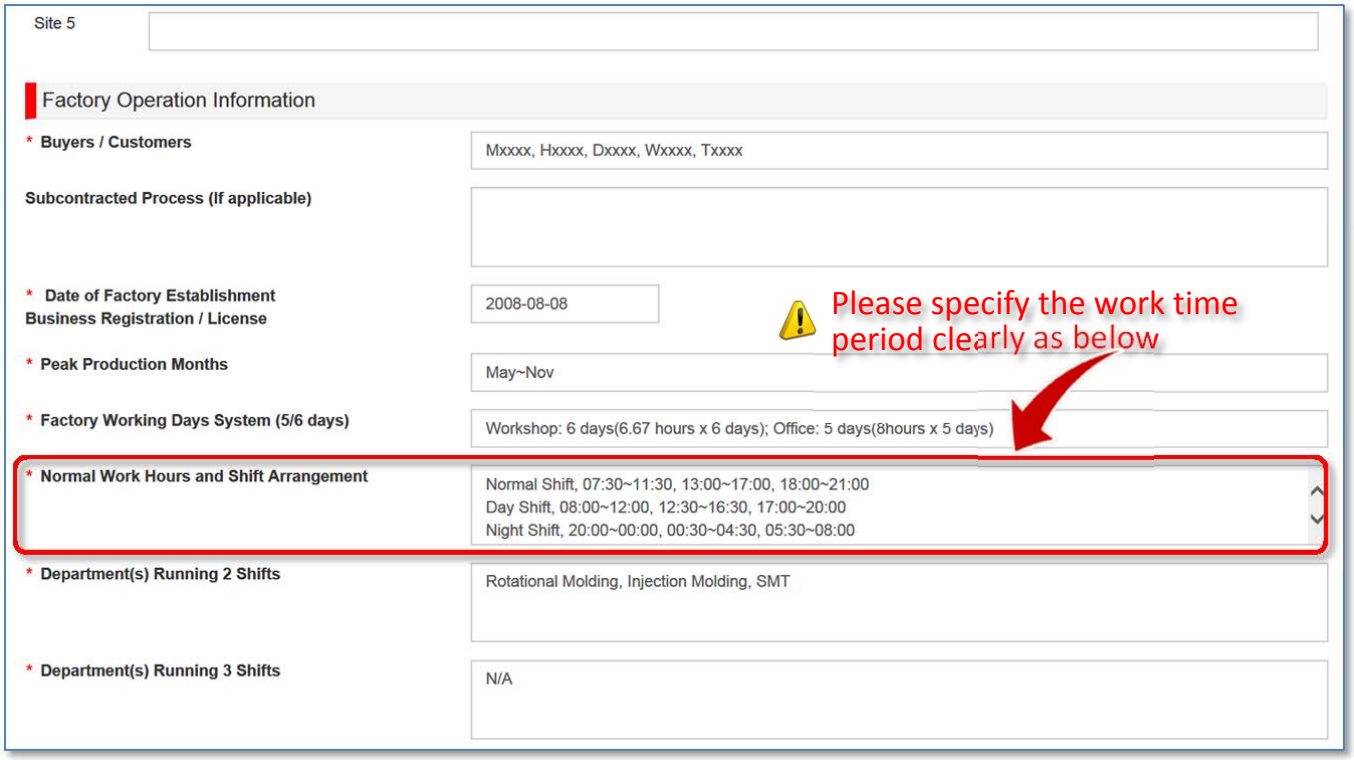
⚠ Count as 1 even if it does not occupy a whole building.

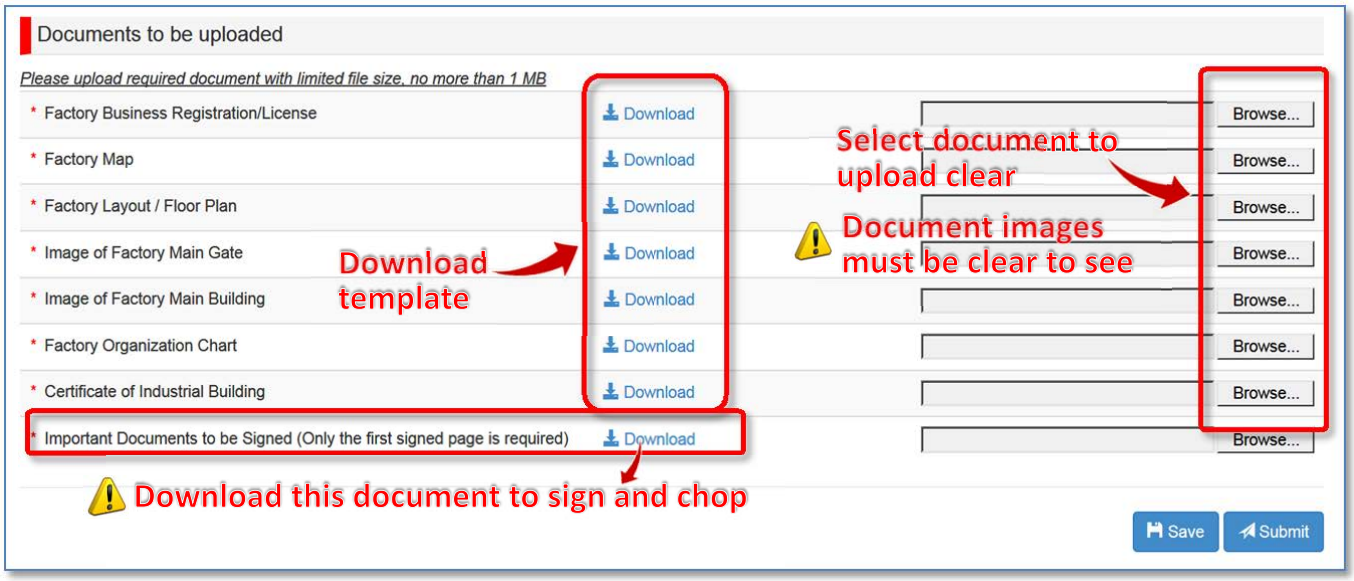
Please specify Multiple Factories within the boundary of Main Factory (If applicable)

There is a garage, which is named xxx and holds its independent Business License, is located in the same compound of factory.

In addition to Main Factory, outside Manufacturing Premises to be covered in audit (If applicable)

	Site Name & Actual Detailed Address (Local Language)
Site 1	1号外租仓库，宝安区甲乙丙路甲乙丙工业区66号
Site 2	2号外租仓库，宝安区甲乙丙路甲乙丙工业区77号
Site 3	3号外租包装车间，宝安区甲乙丙路甲乙丙工业区99号
Site 4	外租职员宿舍，宝安区甲乙丙路甲乙丙路168号


Site 5
Factory Operation Information
* Buyers / Customers
Mxxxx, Hxxxx, Dxxxx, Wxxxx, Txxxx
Subcontracted Process (If applicable)
* Date of Factory Establishment
Business Registration / License
2008-08-08
Please specify the work time period clearly as below
* Peak Production Months
May~Nov
* Factory Working Days System (5/6 days)
Workshop: 6 days(6.67 hours x 6 days); Office: 5 days(8hours x 5 days)
* Normal Work Hours and Shift Arrangement
Normal Shift, 07:30~11:30, 13:00~17:00, 18:00~21:00
Day Shift, 08:00~12:00, 12:30~16:30, 17:00~20:00
Night Shift, 20:00~00:00, 00:30~04:30, 05:30~08:00
* Department(s) Running 2 Shifts
Rotational Molding, Injection Molding, SMT
* Department(s) Running 3 Shifts
N/A


Documents to be uploaded
Please upload required document with limited file size, no more than 1 MB
* Factory Business Registration/License
* Factory Map
* Factory Layout / Floor Plan
* Image of Factory Main Gate
* Image of Factory Main Building
* Factory Organization Chart
* Certificate of Industrial Building
* Important Documents to be Signed (Only the first signed page is required)
Download
Browse...
Download template
Select document to upload clear
Document images must be clear to see
Download this document to sign and chop
Save
Submit

Data can be saved anytime during the input process. User simply needs to click on the “Save” button at the bottom right corner on this page. In fact, the system will also save the data input automatically every 10 minutes once applicant has filled in the factory name in the system.

Click the “Submit” button at the bottom right corner to send the factory application to ICP to verify if all the required data has been correctly completed.

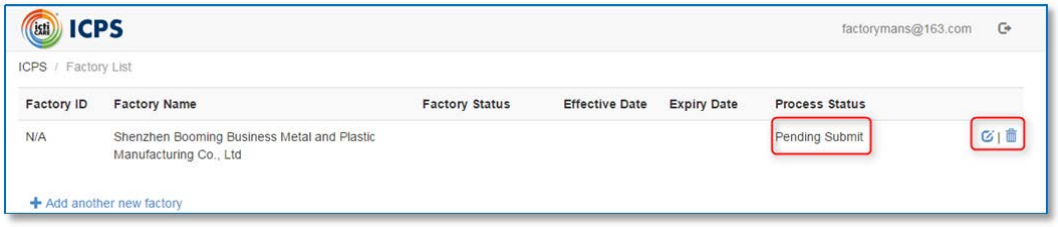
- Boxes marked with "*" must be filled in with proper information and cannot be left blank. Some information can be entered in local language if specified while others must be filled in in English.
- Factory is advised to prepare the necessary documents in advance. For details, please refer to part IV "Template of Documents Required".
- The maximum size of the uploaded document cannot exceed 1MB. Only one single file will be accepted in each upload field. If more than one document needs to be uploaded, please consolidate the documents into one PDF file or compress them into one Zip/RAR file.

If the submission of application is not successful, an error message will emerge and indicate which content is not completed, see figure 7. User can amend the data in accordance with the error message and submit the application again.

Figure 7：Error message alert

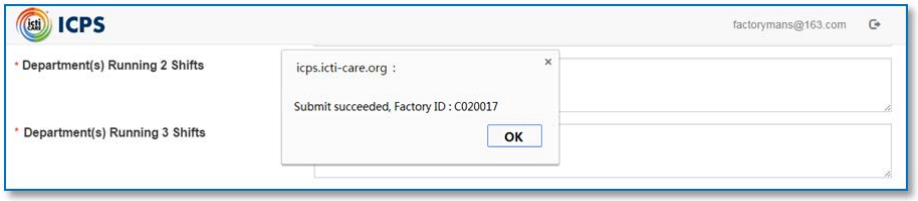
For unsuccessful submission, the Process Status of the applicant factory will show "Pending Submit", see figure 8. User can click buttons to carry on editing or abort the application with the factory information removed from the system.

Figure 8：Process Status will show "Pending Submit"



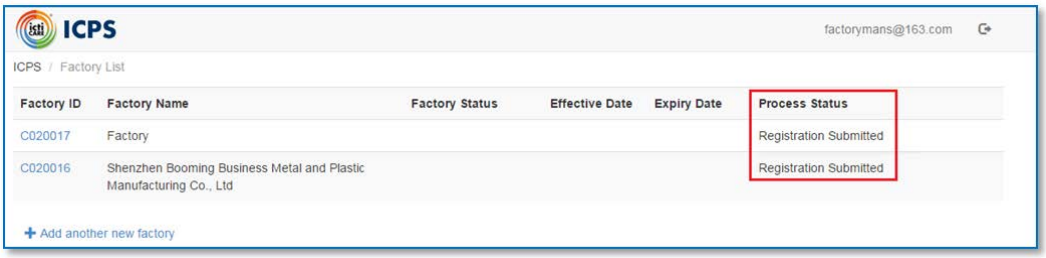
If the submission is successful, the system will show "Submit succeeded, Factory ID: CXXXXXX", see figure 9.

Figure 9：Prompt on Successful Submission



For successful submission, the Process Status of the applicant factory will show “Registration Submitted”, see figure 10. ICP will then verify the application submitted; factory user cannot amend any information during this period.

Figure 10：Process Status will show “Registration Submitted”



5. Application Verification

- ***Incomplete/Incorrect Application Information***

If factory application is found incomplete or incorrect after ICP verifies the information, the system will send an email to inform factory which content needs to be amended, see figure 11.

Figure 11：Email informing factory of the incomplete or incorrect application information (Eng & Chi）

Dear Sir/Madam,
先生/小姐您好：

The application of your factory has been reviewed, and your factory is required to edit or provide the correct information by following the reviewer's comment stated below. Please login the system from our website to edit your application form and submit it again.
我方已审阅贵厂的申请资料，请从我方网站登入系统，根据以下要求修改或递交相关资料后再次提交申请表。

工厂地图不清晰

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462 或电邮至 info@icti-care.org。谢谢。

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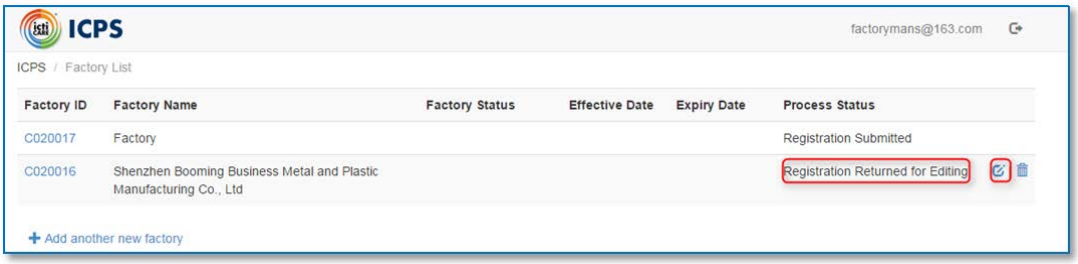
ICTI"关爱"基金 – 亚洲

The Process Status at this stage shall be "Registration Returned for Editing", see figure 12. User can click the edit button to amend the factory information in accordance with the advice given in the email and submit the application again.

Figure 12：Process Status will show "Registration Returned for Editing"



- ***Registration Declined***

If the application is declined by ICP after the information is verified, the system will send an email to inform the factory of the reason for rejection, see figure 13.

Figure 13：Email of Application Declined (Eng & Chi)

Dear Sir/Madam,
先生/小姐您好：

We have reviewed the application of your factory, and regret to inform you that your application for ICTI CARE Process has been declined this time due to the reasons/considerations stated below.
在审阅贵厂的申请资料及文件后，基于以下原因或考虑因素，我方不接纳贵厂此次ICTI"关爱"程序认证申请。不便之处，望谅。

原工厂终止期未结束，不接受新审核。

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462 或电邮至 info@icti-care.org。谢谢。

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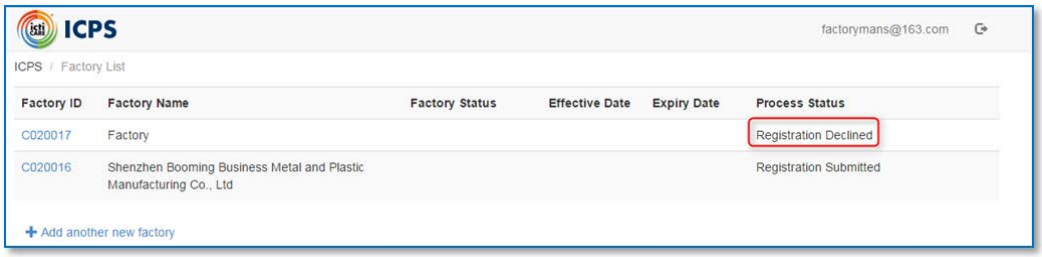
The Process Status at this stage shall be “Registration Declined”, see figure 14.
“Registration Declined” marks the end of the factory application process; the user can no longer amend the factory information and submit the application again.

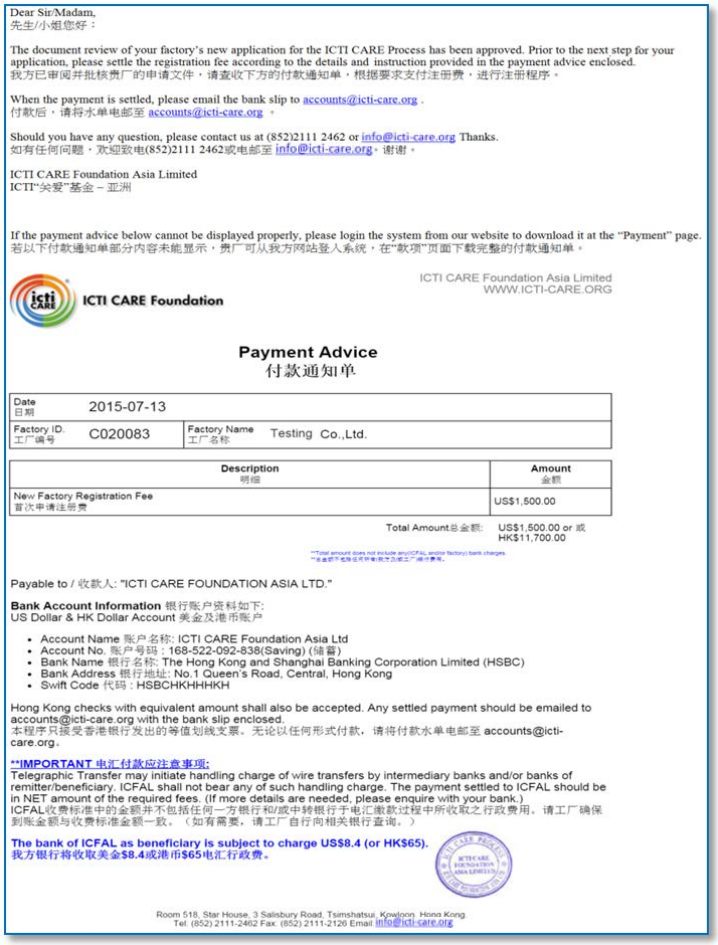
Figure 14：Process Status will show “Registration Declined”



- ***Application Approved and Payment Notice***

After ICP verifies and approves the factory application, the system will send an email to inform the applicant factory, with the payment advice enclosed, see figure 15. The process status of the factory at this stage shall be “Registration Doc. Verified”, see figure 16.

Figure 15：Email informing factory about application approval & payment advice is enclosed (Eng & Chi)



Dear Sir/Madam,
先生/小姐您好：

The document review of your factory's new application for the ICTI CARE Process has been approved. Prior to the next step for your application, please settle the registration fee according to the details and instruction provided in the payment advice enclosed.
我方已审阅并批核贵厂的申请文件，请查收下方的付款通知单，根据要求支付注册费，进行注册程序。

When the payment is settled, please email the bank slip to accounts@icti-care.org .
付款后，请将水单电邮至 accounts@icti-care.org 。

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至 info@icti-care.org。谢谢。

ICTI CARE Foundation Asia Limited
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If the payment advice below cannot be displayed properly, please login the system from our website to download it at the “Payment” page.
若以下付款通知单部分内容未能显示，贵厂可从我方网站登入系统，在“款项”页面下载完整的付款通知单。

ICTI CARE Foundation

ICTI CARE Foundation Asia Limited
WWW.ICTI-CARE.ORG

Payment Advice
付款通知单

Date 日期	2015-07-13		
Factory ID. 工厂编号	C020083	Factory Name 工厂名称	Testing Co.,Ltd.

Description 明细	Amount 金额
New Factory Registration Fee 首次申请注册费	US$1,500.00

Total Amount总金额: US$1,500.00 or 或 HK$11,700.00

Payable to / 收款人: "ICTI CARE FOUNDATION ASIA LTD."

Bank Account Information 银行账户资料如下:
US Dollar & HK Dollar Account 美金及港币账户

- Account Name 账户名称: ICTI CARE Foundation Asia Ltd
- Account No. 账户号码：168-522-092-838(Saving) (储蓄)
- Bank Name 银行名称: The Hong Kong and Shanghai Banking Corporation Limited (HSBC)
- Bank Address 银行地址: No.1 Queen's Road, Central, Hong Kong
- Swift Code 代码：HSBCHKHHHKH

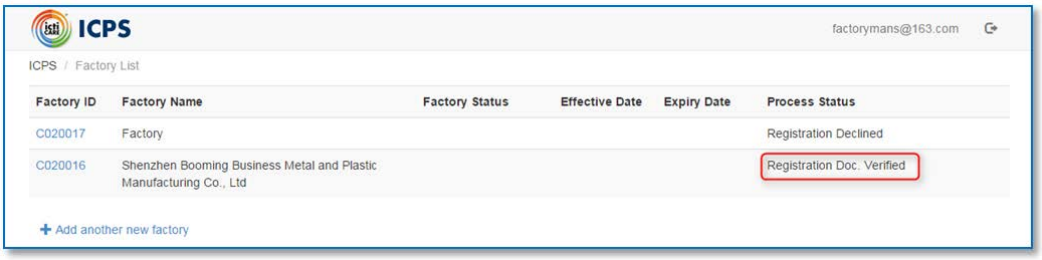
Hong Kong checks with equivalent amount shall also be accepted. Any settled payment should be emailed to accounts@icti-care.org with the bank slip enclosed.
本程序只接受香港银行发出的等值划线支票。无论以任何形式付款，请将付款水单电邮至 accounts@icti-care.org。

****IMPORTANT 电汇付款应注意事项:**
Telegraphic Transfer may initiate handling charge of wire transfers by intermediary banks and/or banks of remitter/beneficiary. ICFAL shall not bear any of such handling charge. The payment settled to ICFAL should be in NET amount of the required fees. (If more details are needed, please enquire with your bank.)
ICFAL收费标准中的金额并不包括任何一方银行和/或中转银行于电汇缴款过程中所收取之行政费用。请工厂确保到账金额与收费标准金额一致。（如有需要，请工厂自行向相关银行查询。）

The bank of ICFAL as beneficiary is subject to charge US$8.4 (or HK$65).
我方银行将收取美金$8.4或港币$65电汇行政费。

Room 518, Star House, 3 Salisbury Road, Tsimshatsui, Kowloon, Hong Kong
Tel. (852) 2111-2462 Fax. (852) 2111-2126 Email info@icti-care.org

Figure 16：Process Status will show “Registration Doc. Verified”



Factory shall settle payment as required in the payment advice. When ICP confirms the payment is received, the system will send an email to inform the applicant factory along with an official receipt, see figure 17.

Figure 17：Email of payment confirmation with official payment receipt enclosed (Eng & Chi)

Dear Sir/Madam,
先生/小姐您好：

This is to confirm that the New Factory Registration Fee was well received. We hereby enclosed the receipt for your reference.
确认已收到贵厂的首次申请注册费，请查收下方收据。

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至 info@icti-care.org 。谢谢。

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ICTI“关爱”基金 – 亚洲

If the receipt below cannot be displayed properly, please login the system from our website to download it at the “Payment” page.
若以下收据部分内容未能显示，贵厂可从我方网站登入系统，在“款项”页面下载完整的收据。

ICTI CARE Foundation Asia Limited
WWW.ICTI-CARE.ORG

Date:
日期：
2015-08-25

Official Receipt
收据

Received from: C020014
兹收到 ShenZhen Booming Business Metal and Plastic Manafacturing Co., Ltd

Total Amount: US$1,500.00
总金额

Being Paid for: New Factory Registration Fee
以支付 首次申请注册费

** All fees are non-refundable.
** 所有已缴付之费用皆不予退还

Only when the cheque is successfully cashed will this receipt become valid.
本收据在支票兑现后方为有效

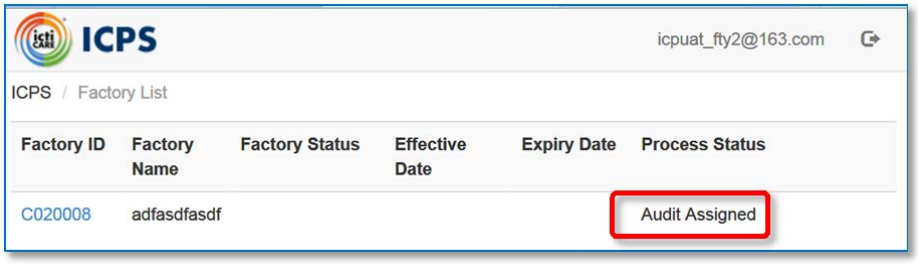
This is an e-receipt, no signature is required.
本收据由系统发出，毋须再以签名作实

Remark 备注:
已付款

6. Audit Assigned

Upon receipt of registration fee, ICP will then appoint an audit firm. The factory process status at this stage shall be “Audit Assigned”, see figure 18.

Figure 18：Process Status will show “Audit Assigned”



When the appointed audit firm accepts the audit assigned, the system will issue an email to inform the factory of the name of the appointed audit firm, see figure 19. The factory process status at this stage shall be “Audit Firm Accepted”, see figure 20.

Figure 19：Email informing factory which audit firm is assigned (Eng & Chi)

Dear Sir/Madam,
先生/小姐您好：
Please be notified that ICFAL Technical Team is appointed to arrange the ICA for your factory. They will be in contact with you very shortly, and assist you to proceed to the audit process.
我方已委派审核公司ICFAL Technical Team为贵厂安排ICA事宜。审核公司稍后将联系贵厂，协助贵厂进行相关程序。
Should you have any question, please contact us at (852)2111 2462 orinfo@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至info@icti-care.org 谢谢。
ICTI CARE Foundation Asia Limited
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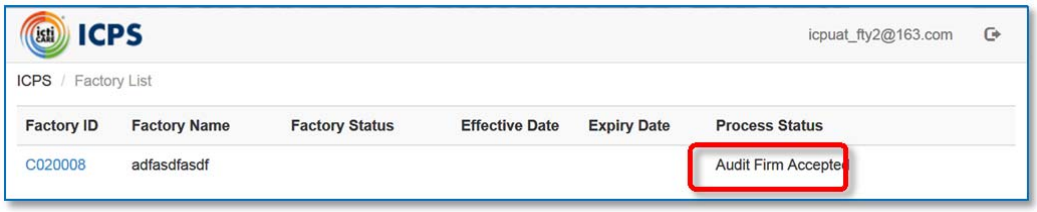
Figure 20：Process Status will show “Audit Firm Accepted”



7. Registration Completion and Audit Arrangement

The appointed audit firm will contact the factory to collect audit fee. Upon the receipt of the audit fee, the system will send an email to confirm that the registration of the applicant factory is complete and to advise the audit arrangement, see figure 21. The factory process status at this stage shall be “Audit Scheduled.”, see figure 22.

Figure 21： Email informing factory the registration is completed. (Eng & Chi)

Dear Sir/Madam,
先生/小姐您好：

This is to confirm you that the registration of your factory for ICTI CARE Process is now completed. The Initial Certification Audit (ICA) will be conducted within 2 months from the registration completion.
确认贵厂已完成ICTI“关爱”程序注册。首次认证审核(ICA) 将在注册完成后2个月内进行。

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至 info@icti-care.org 。谢谢。

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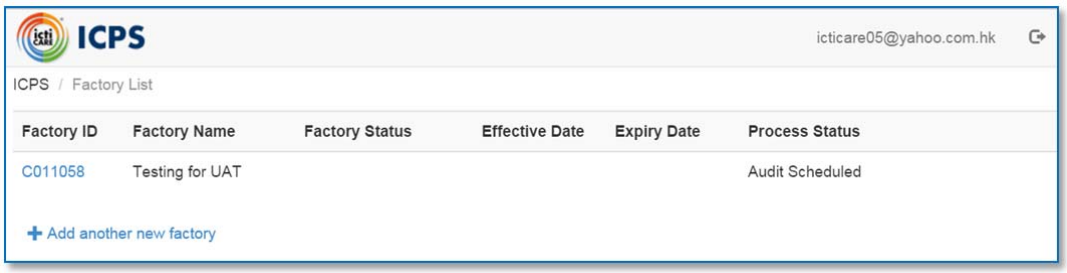
ICTI“关爱”基金 – 亚洲

Figure 22： Process Status will show “Audit Scheduled”



II. Annual Application

1. Initial Login to New System

Up until 120 days before the seal expiration date, the system will issue an email to the user accounts of the factory to remind them to do annual registration on the ICP website http://www.icti-care.org/e/content/cat_page.asp?cat_id=165, see figure 23.

Figure 23：Email of Annual Registration Reminder (Eng & Chi)

Dear Sir/Madam,
先生/小姐您好：

This is to remind you that your factory's seal of compliance will be expired soon(2016-01-01). To process the annual registration, please login the ICPS system from our website to submit the annual application.
由于贵厂的证书将要到期(2016-01-01)，若贵厂有意延续其有效认证资格，请从我方网站登入ICPS系统，提交年度申请。

Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org. Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至info@icti-care.org。谢谢。

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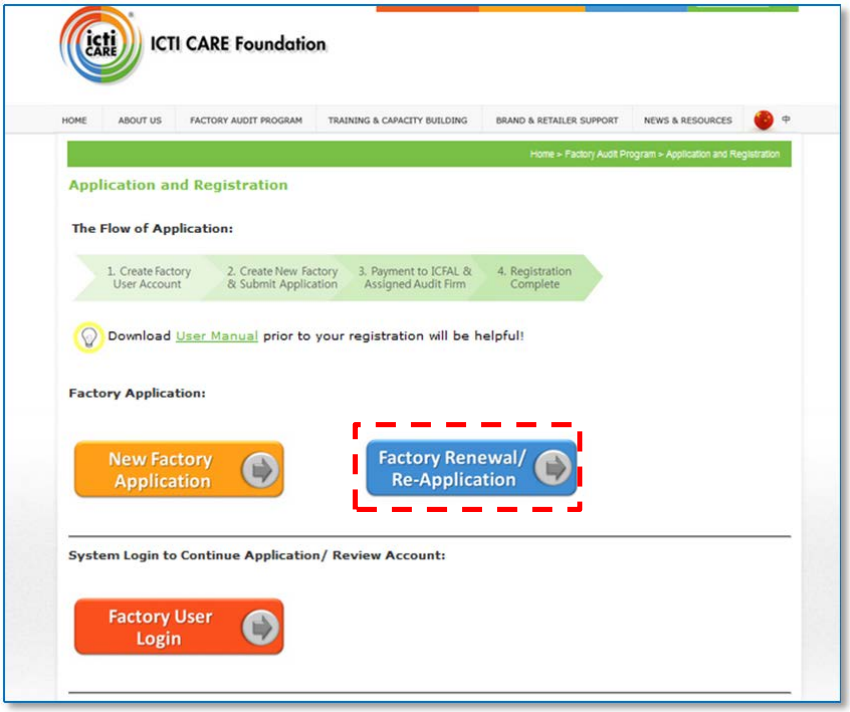
Since factory information is transferred from the original system to this new one, the original factory user password is no longer valid. User needs to reset the password.
Go to ICP website, click "**Factory Renewal / Re-Application**" to proceed to the login page, click "Forgot Your Password" to reset password and enter the system. For detailed procedure, please refer to "Forgot Password" in Section 2 under Part III of this user manual.


ICTI CARE Foundation
HOME
ABOUT US
FACTORY AUDIT PROGRAM
TRAINING & CAPACITY BUILDING
BRAND & RETAILER SUPPORT
NEWS & RESOURCES
Home > Factory Audit Program > Application and Registration
Application and Registration
The Flow of Application:
1. Create Factory User Account
2. Create New Factory & Submit Application
3. Payment to ICFAL & Assigned Audit Firm
4. Registration Complete
Download User Manual prior to your registration will be helpful!
Factory Application:
New Factory Application
Factory Renewal/ Re-Application
System Login to Continue Application/ Review Account:
Factory User Login

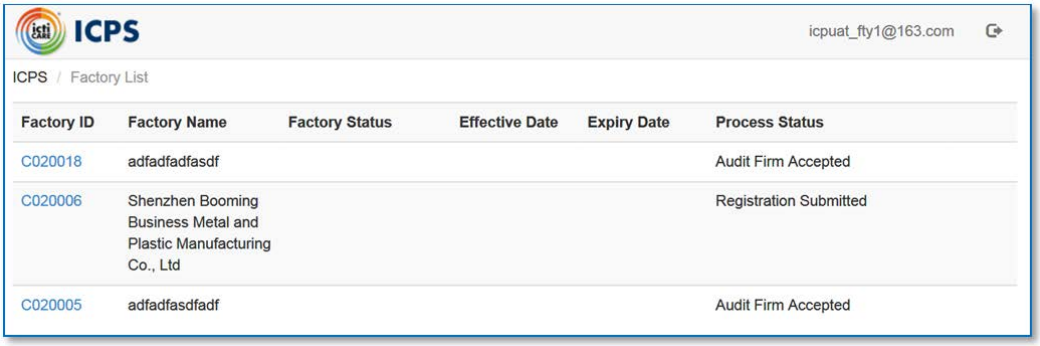
For regular login going forward, please refer to Section 3 under Part III "Standard Login".

2. Submit Annual Application

After entering the system, user can retrieve and read the factory information details transferred from the old system.

When user has created multi-factory information (the usual case is several factories with ICP seals are owned by the same company group), the system will display the factory list, see figure 24. User has to click the factory ID to enter an individual factory page. If the user has created only one factory, the system will go direct into that factory page.

Figure 24：Multi-factory selection

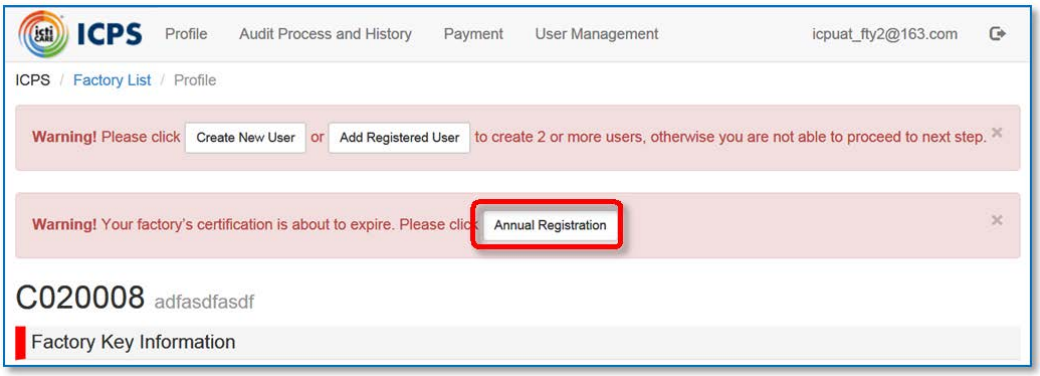


Up until 120 days before the seal expiration date, an alert will appear on the factory's page. User can then click "Annual Registration" to process the application, see figure 25.

Clicking "Annual Registration" will enable user to amend the factory information if necessary and submit the annual application. For details, please refer to Part I, Section 4 "Submit New Factory Application" in this user manual.

For verification on annual application, please refer to Part I, Section 5 "Application Verification".

Figure 25："Annual Registration" alert on factory page

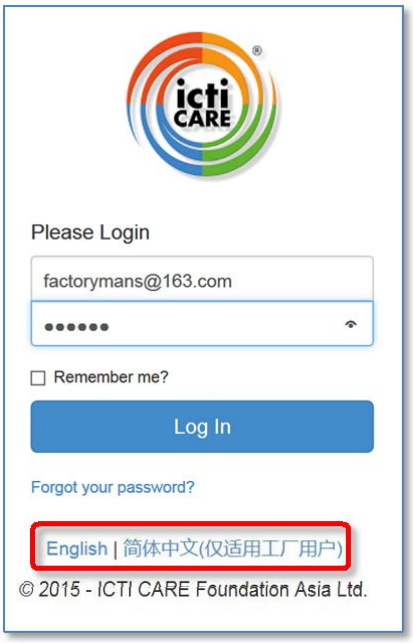


III. Introduction on System Functions

1. Language Selection

Enter the login page and select between “English”/”Chinese Simplified” at the bottom of the page for the language used in the system, see figure 26:

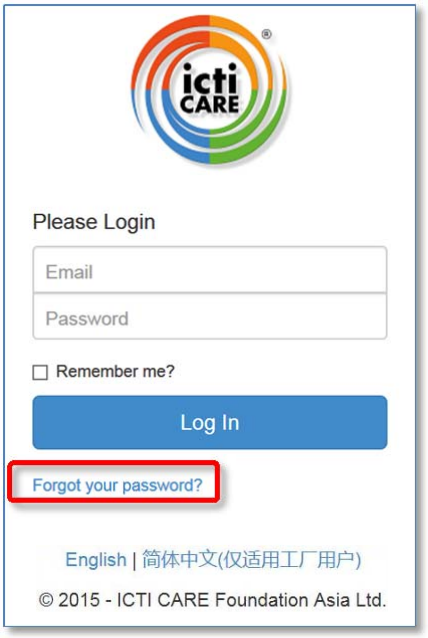
Figure 26：Select the language used in the system



2. Forgot Password

Click “Forgot your password?” in the login page, see figure 27.

Figure 27：”Forgot password” button



Having clicked “Forgot Your Password”, user can fill in the valid registered email address in the pop-up window and click “email link”, see figure 28.

Figure 28：”Forgot Password” Interface

Forgot Password
Please enter your login email :
factorymans@163.com
Email Link
The page at icps-icti-care.org says:
Forgot password succeeded. Please activate the account through the email sent by the system.
OK

If the registered user email address is genuine and valid, the system will send a Reset Password email to the user, see figure 29.

Figure 29：Reset password email

主题: ICPS Password Reset Request
Dear Sir/Madam,
先生/小姐您好，
We received your request to reset your password for our system, please click the link below to reset your password.
我方收到您重置系统密码的要求，请点击以下链接进行操作。
English Version:
http://icps.icti-care.org/en/Account/ResetPassword?email=sallyxiao@dynasys.com.hk&code=b41f6c22-b6d8-4ae5-b6af-7247b4d9fc7b
中文版：
http://icps.icti-care.org/zh/Account/ResetPassword?email=sallyxiao@dynasys.com.hk&code=b41f6c22-b6d8-4ae5-b6af-7247b4d9fc7b
If you did not make this request, please ignore this email and your password will remain unchanged.
如果你并没有要求重置密码，则不需要理会此邮件，您正使用的密码将维持有效。
Should you have any question, please contact us at (852)2111 2462 or info@icti-care.org, Thanks.
如有任何问题，欢迎致电(852)2111 2462或电邮至info@icti-care.org。谢谢。
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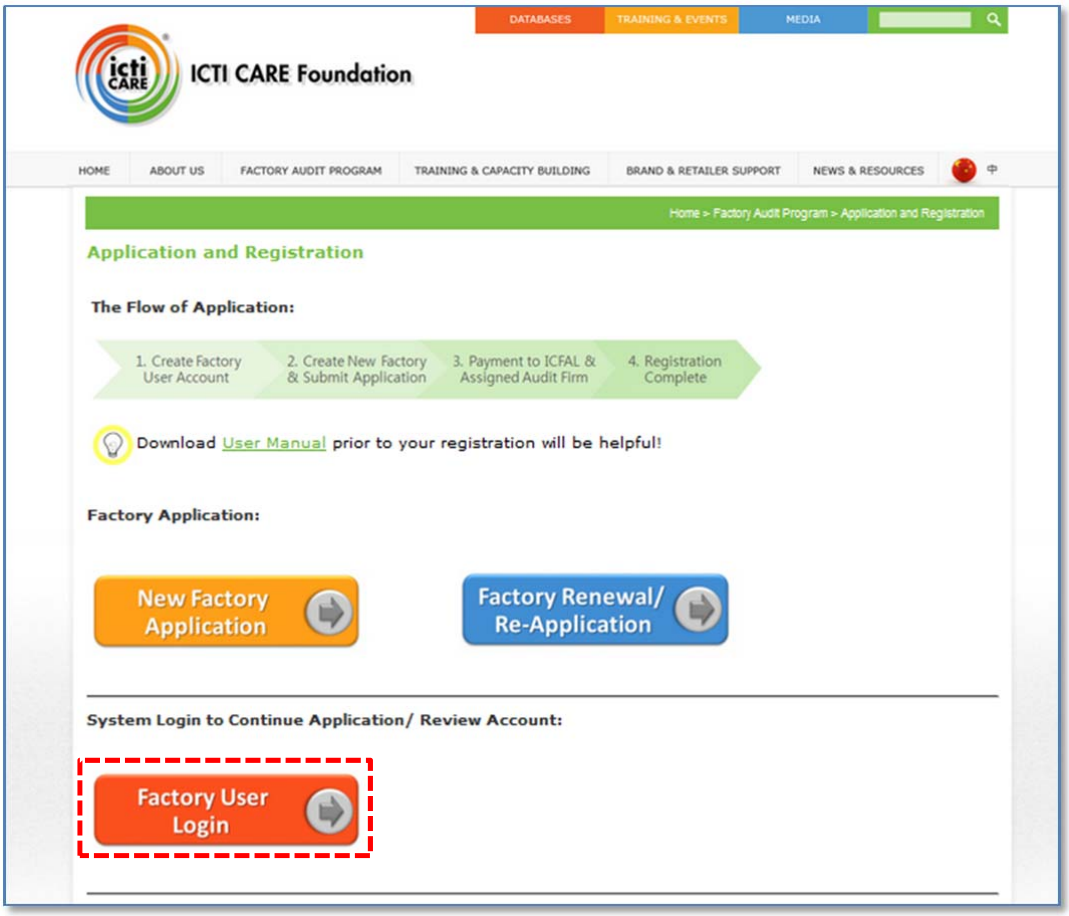
Having clicked the English and Chinese links, user will enter the Reset Password page. Click "Submit" after inputting the new password; then click "OK" in the Reset Password window to complete the process, see figure 30.

Figure 30：Reset Password interface

3. Standard Login

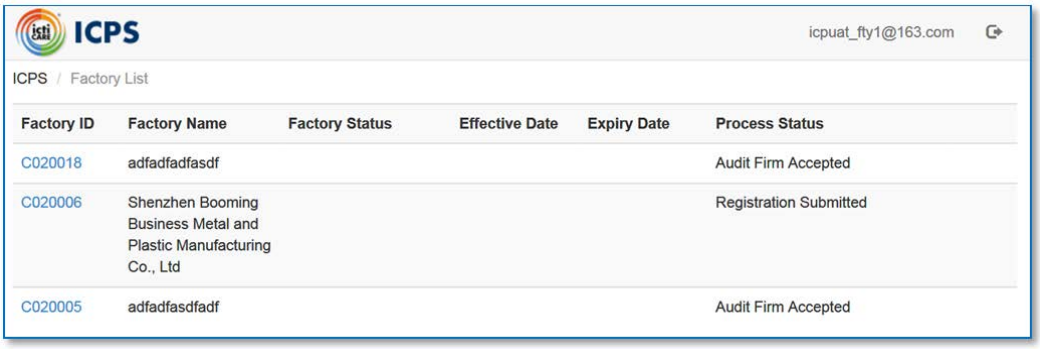
Go to ICP website http://www.icti-care.org/e/content/cat_page.asp?cat_id=165, click "**Factory User Login**" to enter the system.


DATABASES
TRAINING & EVENTS
MEDIA
ICTI CARE Foundation
HOME
ABOUT US
FACTORY AUDIT PROGRAM
TRAINING & CAPACITY BUILDING
BRAND & RETAILER SUPPORT
NEWS & RESOURCES
Home > Factory Audit Program > Application and Registration
Application and Registration
The Flow of Application:
1. Create Factory User Account
2. Create New Factory & Submit Application
3. Payment to ICFAL & Assigned Audit Firm
4. Registration Complete
Download User Manual prior to your registration will be helpful!
Factory Application:
New Factory Application
Factory Renewal/ Re-Application
System Login to Continue Application/ Review Account:
Factory User Login

4. Factory Interface Management

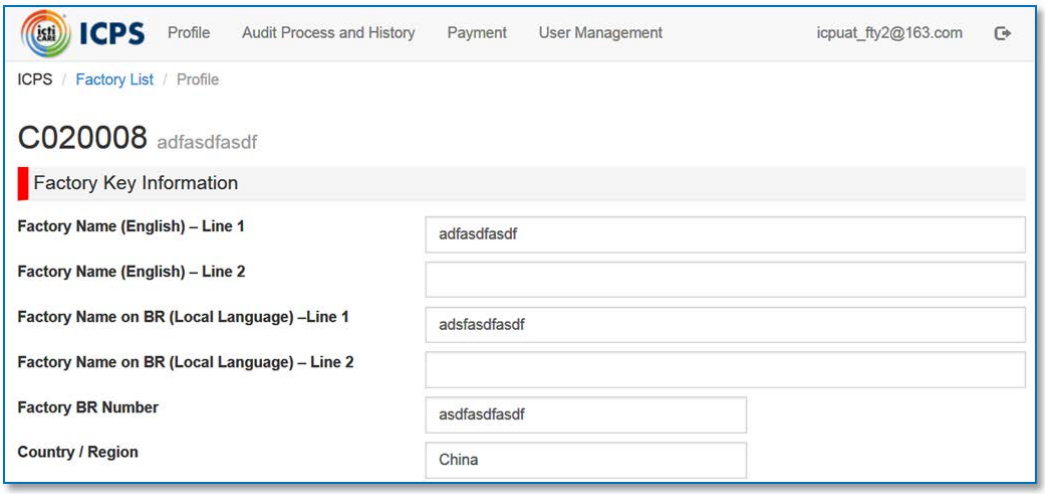
When user has created multi-factory information (the usual case is that several factories with ICP seals are owned by the same company group), the system will display the factory list, see figure 31. User has to click the factory ID to enter an individual factory page, see figure 32.

Figure 31：Multi-factories selection



If user has created only one factory, the system will go direct into that factory page, see figure 32.

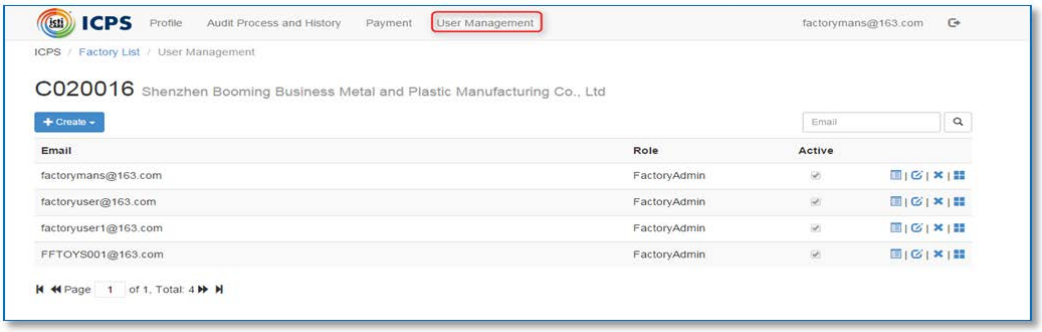
Figure 32：Factory page management



5. User Management

Click “User Management” in the factory page and enter the user management interface, see figure 33.

Figure 33：User Management Interface

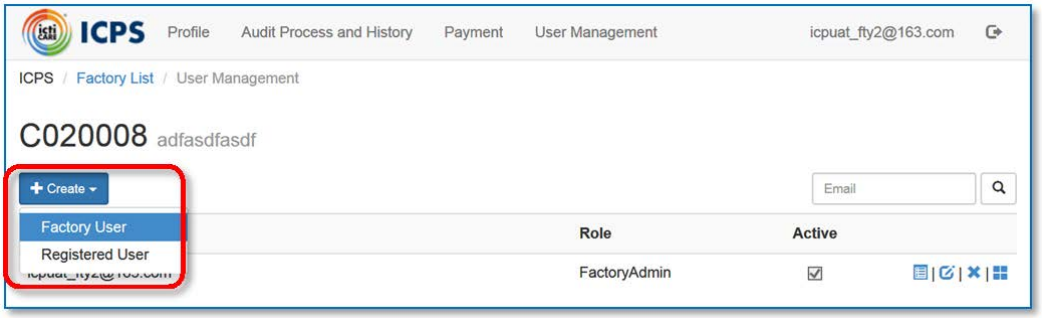


Factory information can be reviewed in this interface, and the factory administrator can use the “create”, “edit”, “delete” functions, etc. The function buttons are | | | : “View Details”, “Edit”, “Remove User” and “Change Password” respectively.

The factory administrator can also create new factory user under the same factory name, see figure 34. The methods include：

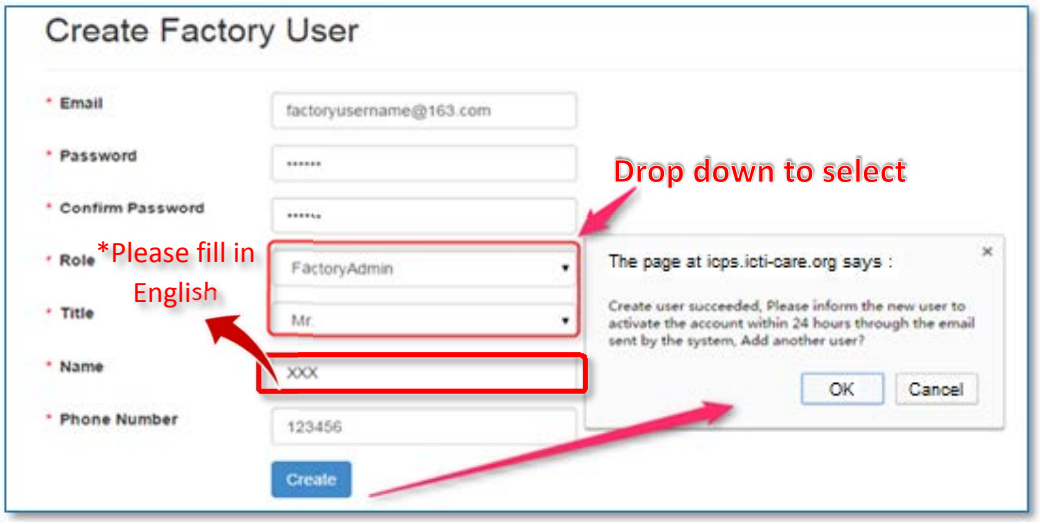
1) Create Factory User--- create a new user who has not registered in the system;
2) Create Registered User---add a user who already registered in the system, e.g. user of other factory under the same company group.

Figure 34: Create factory user



1) Create Factory User: The procedures are shown in figure 35 below.

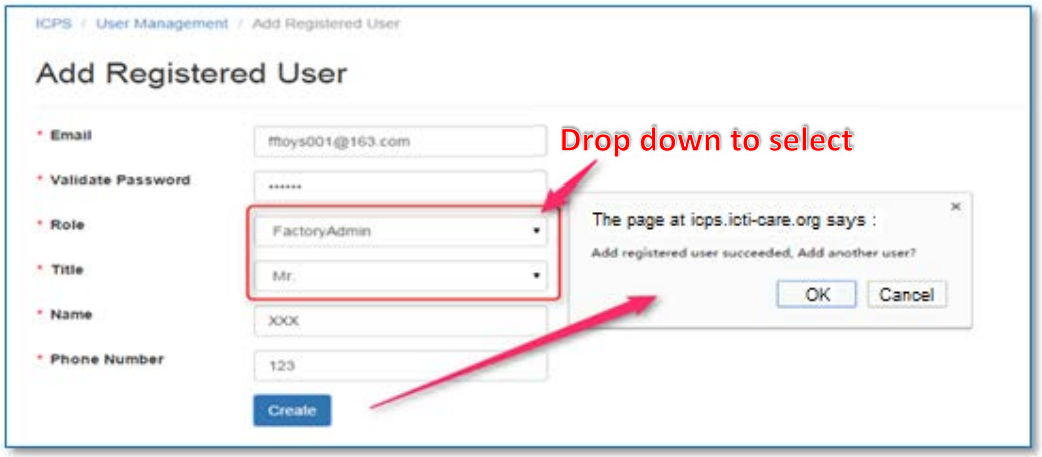
Figure 35：Create factory user



The new user has to activate the account. Please refer to Part I, Section 2 “New User Activation” for the detailed activation procedure.
To enable the new user to log into the system after activation, factory administrator should inform the new user the password created.

2) Create Registered User: The procedures are shown in figure 36 below. The creation of registered user should be authorized by that user so as to obtain his/her login email address and password.

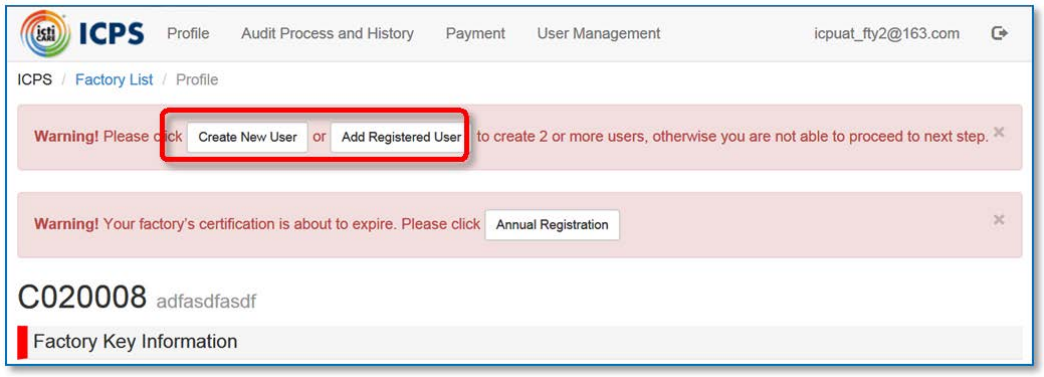
Figure 36：Add Registered User



If only one user of the factory is registered, for each time the user enter the factory management interface, there will be a warning message of adding user, see figure 37. The factory administrator can click the buttons available to add other users. Please refer to section 5 above on “Create Factory User” and “Add Registered User” for the detail procedures.

Each factory should have at least 2 users.

Figure 37：Reminder for factory with only one user



- At least 2 or more users from the same factory MUST be registered in the system (a maximum of 4 users is allowed to be created under the same factory name), so as to avoid being unable to enter the system if the single user resigns.

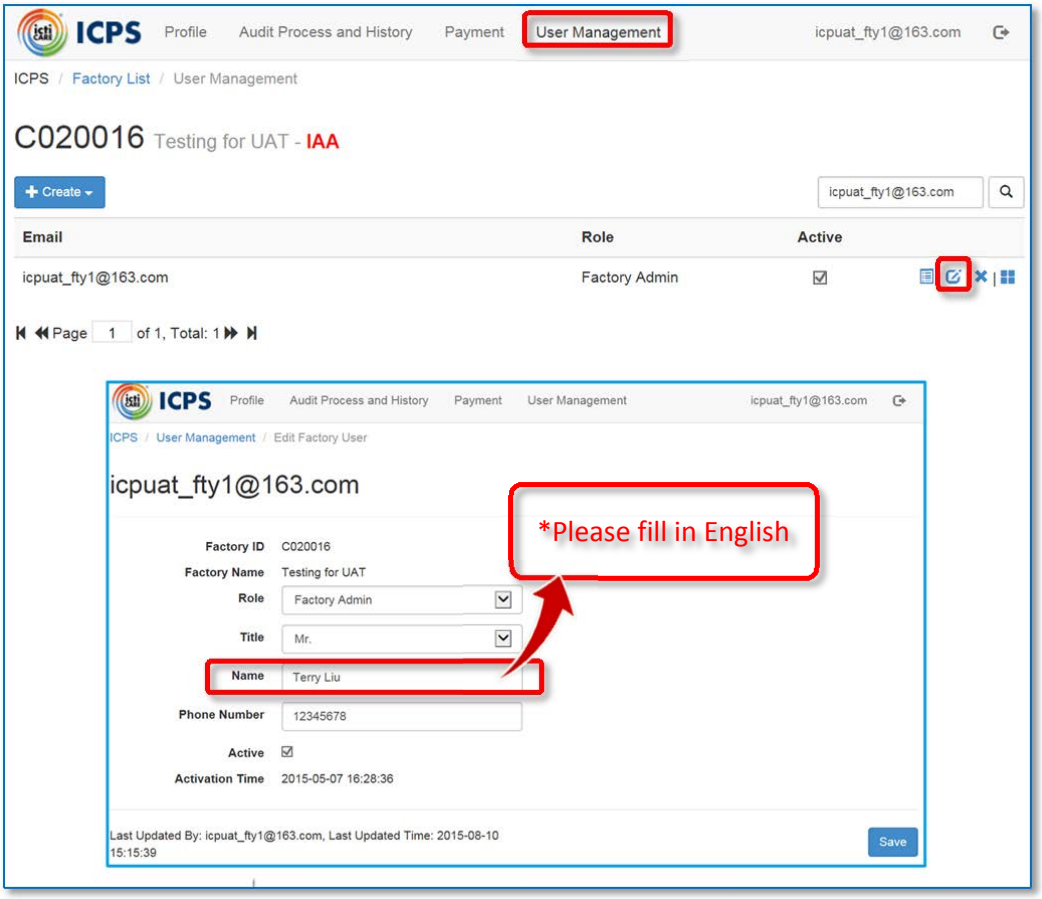
- User must register with a valid email address, which will be automatically set as the user name of the account. Do NOT use email address that you are unable to access; otherwise, you may not be able to receive important messages such as account activation, password reset, system notifications, etc.

- Please be ensured of the factory user identity before you create a user account in the system. Do NOT register untrustworthy user. User must also register with a corporate email address. If personal address is used, factory will have to delete the user that has resigned from the company/factory so to protect your factory from information leakage.

6. User Information Update

The user should make sure the basic information such as name and phone number is up-to-date at all times. For instructions on how to amend this information, see figure 38.

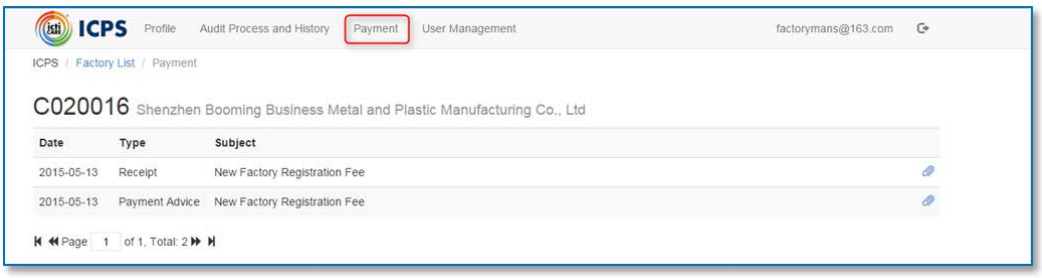
Figure 38：Amend user information



7. Payment

To review the payment record between factory and ICP (including payment advice and payment receipt), user can click “Payment” on the factory management interface, see figure 39. To download payment advice or receipt, please click the 📎 button.

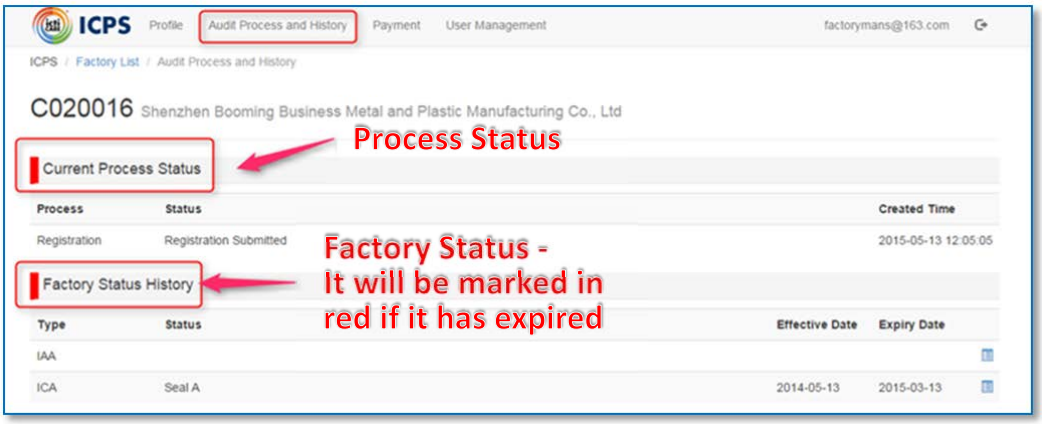
Figure 39：Payment record



8. Audit Process and History

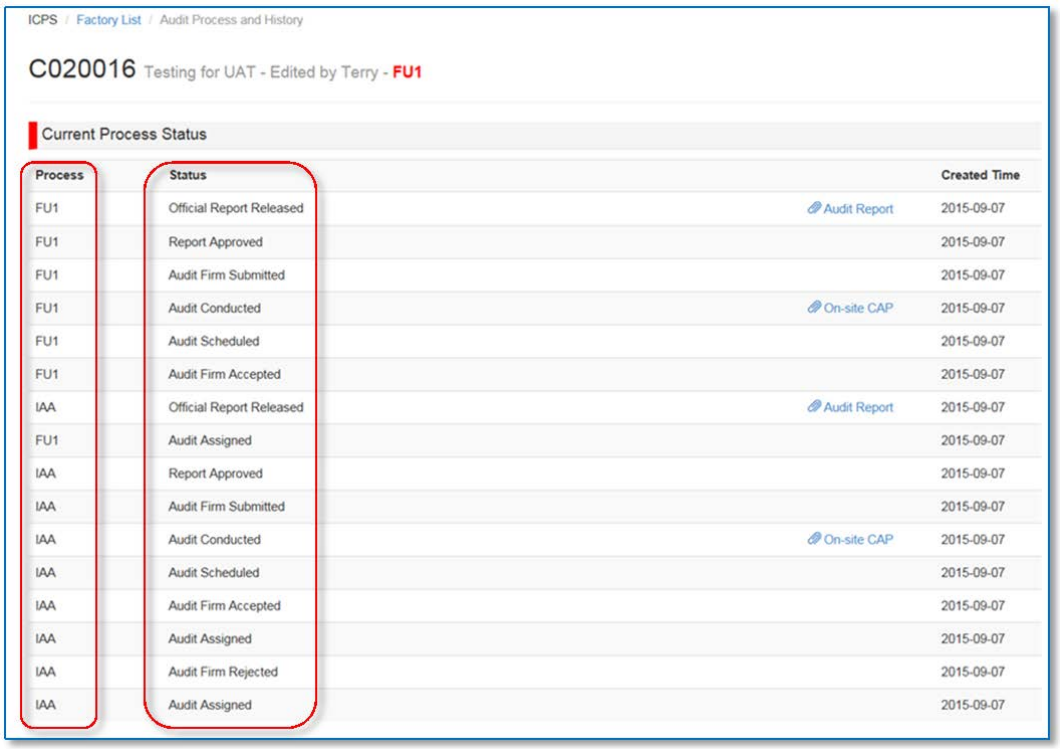
Having clicked “Audit Process and History” button on the factory management interface, user will enter into the audit process and history page to review status of factory application, initial registration audit/initial annual audit status, factory/seal status (effective date and expiry date), see figure 40.

Figure 40：Audit Process and History



In the Audit Process and History Interface, you may view a factory's registration and audit process status, see figure 41.

Figure 41：Audit Process Status


ICPS / Factory List / Audit Process and History
C020016 Testing for UAT - Edited by Terry - FU1
Current Process Status
Process
Status
Created Time
FU1 Official Report Released Audit Report 2015-09-07
FU1 Report Approved 2015-09-07
FU1 Audit Firm Submitted 2015-09-07
FU1 Audit Conducted On-site CAP 2015-09-07
FU1 Audit Scheduled 2015-09-07
FU1 Audit Firm Accepted 2015-09-07
IAA Official Report Released Audit Report 2015-09-07
FU1 Audit Assigned 2015-09-07
IAA Report Approved 2015-09-07
IAA Audit Firm Submitted 2015-09-07
IAA Audit Conducted On-site CAP 2015-09-07
IAA Audit Scheduled 2015-09-07
IAA Audit Firm Accepted 2015-09-07
IAA Audit Assigned 2015-09-07
IAA Audit Firm Rejected 2015-09-07
IAA Audit Assigned 2015-09-07

Process	Explanation
Registration	New Factory /Annual Registration
ICA	Initial Certification Audit
IAA	Initial Annual Audit
FU1	1st Follow Up Audit
FU2	2nd Follow Up Audit
DR	Desktop Review
PA	Progress Audit
QC	Quality Control Audit
RA	Transparency Re-Audit
SA1	1st Surveillance Audit
SA2	2nd Surveillance Audit
SA3	3rd Surveillance Audit
SA4	4th Surveillance Audit
SA5	5th Surveillance Audit

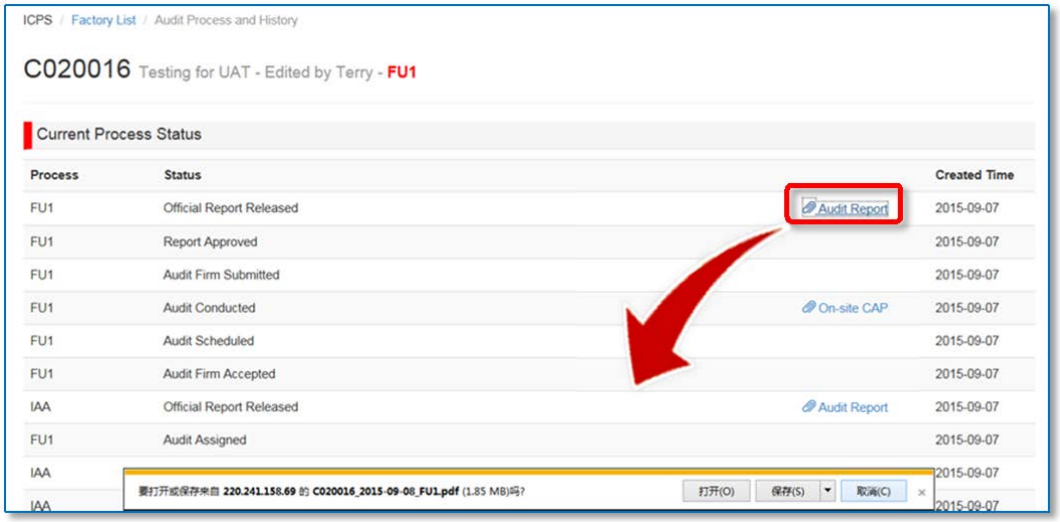
Status, includes but not limited to:
Registration Submitted
Registration Doc. Verified
Registration Declined
Registration Returned for Editing
Audit Assigned
Audit Firm Accepted
Audit Firm Rejected
Audit Scheduled
Audit Conducted
Audit Firm Submitted
Report Returned for Editing
TT Review
Report Released
Factory Status Approved

9. View/Download Audit Report

1) Current Audit

Under the section of Current Process Status in Audit Process and History Interface, you may read/download current audit report. Click on Audit Report to read/download audit report, see figure 42.

Figure 42：View/download current audit report


ICPS / Factory List / Audit Process and History
C020016 Testing for UAT - Edited by Terry - FU1
Current Process Status
Process
Status
Created Time
FU1 Official Report Released Audit Report 2015-09-07
FU1 Report Approved 2015-09-07
FU1 Audit Firm Submitted 2015-09-07
FU1 Audit Conducted On-site CAP 2015-09-07
FU1 Audit Scheduled 2015-09-07
FU1 Audit Firm Accepted 2015-09-07
IAA Official Report Released Audit Report 2015-09-07
FU1 Audit Assigned 2015-09-07
IAA 2015-09-07
IAA 2015-09-07
要打开或保存来自 220.241.158.69 的 C020016_2015-09-08_FU1.pdf (1.85 MB)吗?
打开(O)
保存(S)
取消(C)

2) Audit History

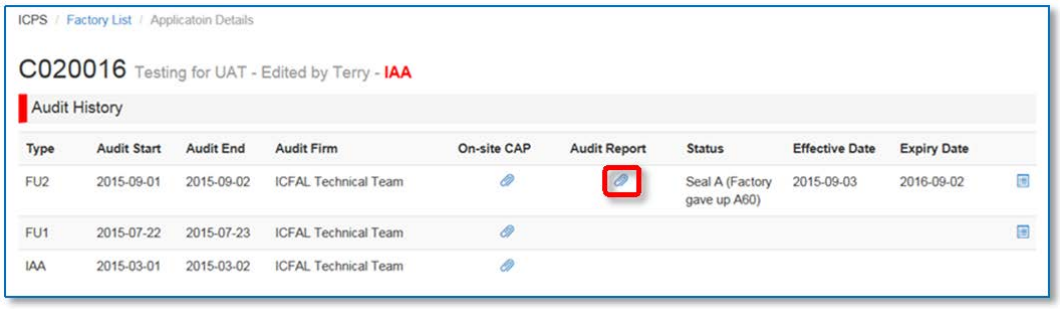
Under the section of Factory Status History in Audit Process and History Interface, users may view/download audit reports of the past audits. Click to view the details of the past audits, see figure 43.

Figure 43：Factory Status History Section

Audit Type (Abbreviation)	Full Name (Start of an audit cycle)
ICA	Initial Certification Audit
IAA	Initial Annual Audit
PA	Progress Audit
QC	Quality Control Audit
SA1	1st Surveillance Audit
SA4	4th Surveillance Audit
N/A	Not Applicable (Only applicable for change of factory status without any audit process, such as factory closed down)

On the Audit History page, click to view/download history audit reports, see figure 44.

Figure 44：View/download history audit report



10. Trading Relationship (T/R) Management

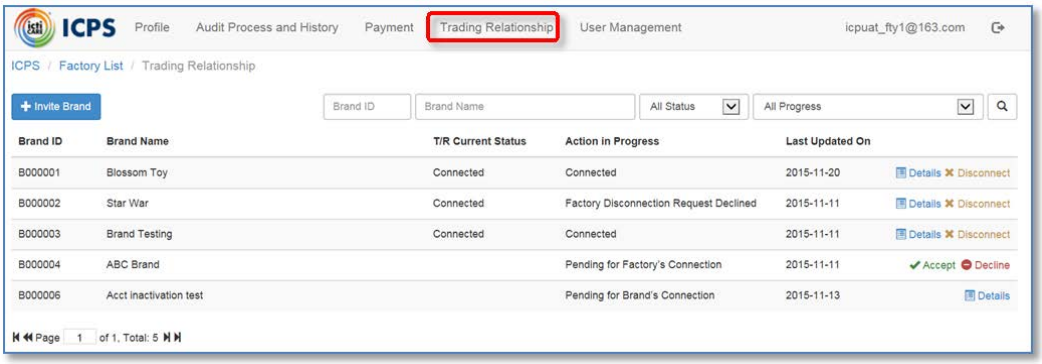
1) Trading Relationship Management and Interface

Factories can connect with brands on the ICPS system platform. This authorizes brands to view the connected factory's basic information, updated registration/audit progress and seal status, and download audit reports.

Click "Trading Relationship" on the top of the factory interface to view the list of brands that have connected/invited/been invited to connect with your factory, see figure 45.

Note: The brands list will be blank if the factory has not connected/invited/been invited to connect with any brands.

Figure 45：Trading Relationship Interface


ICPS
Profile
Audit Process and History
Payment
Trading Relationship
User Management
icpuat_fty1@163.com
ICPS / Factory List / Trading Relationship
+ Invite Brand
Brand ID
Brand Name
All Status
All Progress
Brand ID
Brand Name
T/R Current Status
Action in Progress
Last Updated On
B000001 Blossom Toy Connected Connected 2015-11-20 Details Disconnect
B000002 Star War Connected Factory Disconnection Request Declined 2015-11-11 Details Disconnect
B000003 Brand Testing Connected Connected 2015-11-11 Details Disconnect
B000004 ABC Brand Pending for Factory's Connection 2015-11-11 Accept Decline
B000006 Acct inactivation test Pending for Brand's Connection 2015-11-13 Details
Page 1 of 1, Total: 5

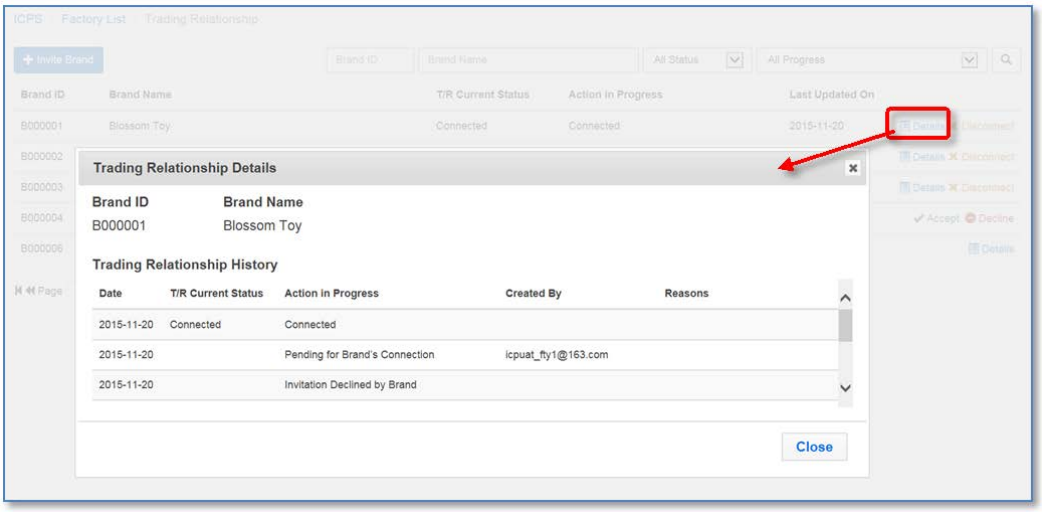
Explanation of T/R Current Status & Action in Progress between factories & brands:

T/R Current Status*	Action in Progress	Explanation
Connected	**Connected**	**The factory is connected with the brand. It could be either action below:** **1. The brand accepted the factory's connection request.** **2. The factory accepted the brand's connection request.**
Connected	**Factory Disconnection Request**	**The factory is requesting to disconnect from the connected brand and awaiting the brand's acceptance.** **Note: The T/R current status remains connected until the request is accepted by the brand.**
Connected	**Factory Disconnection Request Declined**	**The factory's request to disconnect with the connected brand was declined by the brand.** **Note: The T/R current status remains connected.**
(Blank)	**Pending for Brand's Connection**	**The factory sent a connection invitation to the brand and is awaiting the brand's acceptance.**
(Blank)	**Pending for Factory's Connection**	**The brand sent a connection invitation to the factory and is awaiting the factory's acceptance.**

*The blank T/R Current Status indicates that the factory and brand is not yet connected.

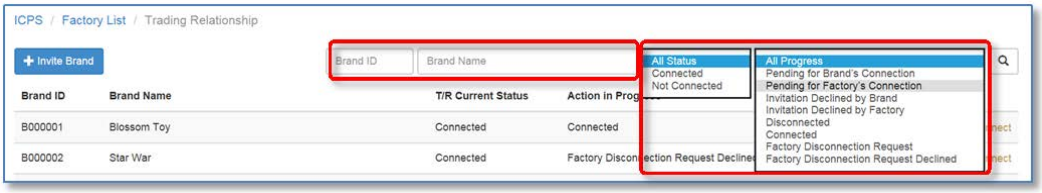
Users may click the “Details” button to view trading relationship details between factory and brand, see figure 46.

Figure 46：Trading Relationship Details



When the brand list is too long, users can search the brands by brand ID (exact match), brand name (broad match), T/R current status (pull down menu) and/or progress status (pull down menu) with the button , see figure 47.

Figure 47：Brand Search



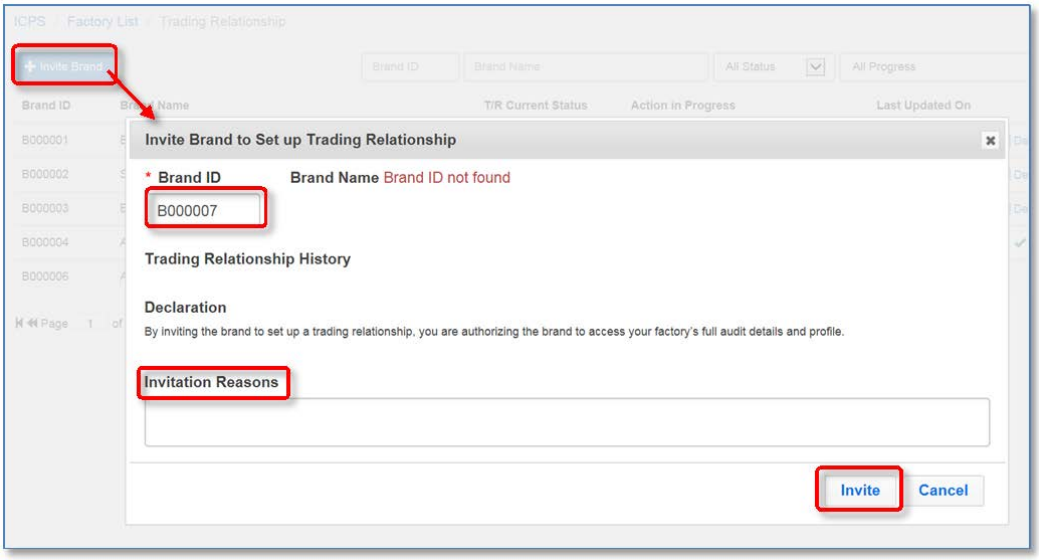
Under Trading Relationship page, the factory can also 2) invite the brand to establish a connection 3) accept or reject the brand’s connection invitation; 4) request to disconnect from the connected brand. The procedures are as follows:

2) Invitation to establish a connection with the brand

A. New invitation

Click on the blue button “Invite Brand” under the Trading Relationship page, a pop-up window will be shown. Then, input the brand ID (the brand name will be automatically displayed when clicking on a blank space elsewhere within the popup window), fill in the invitation reason in English i.e. by indicating the intermediary trading partner’s name or order number as the invited brand might not be the direct client of the factory. Finally click the “Invite” button to confirm, see figure 48.

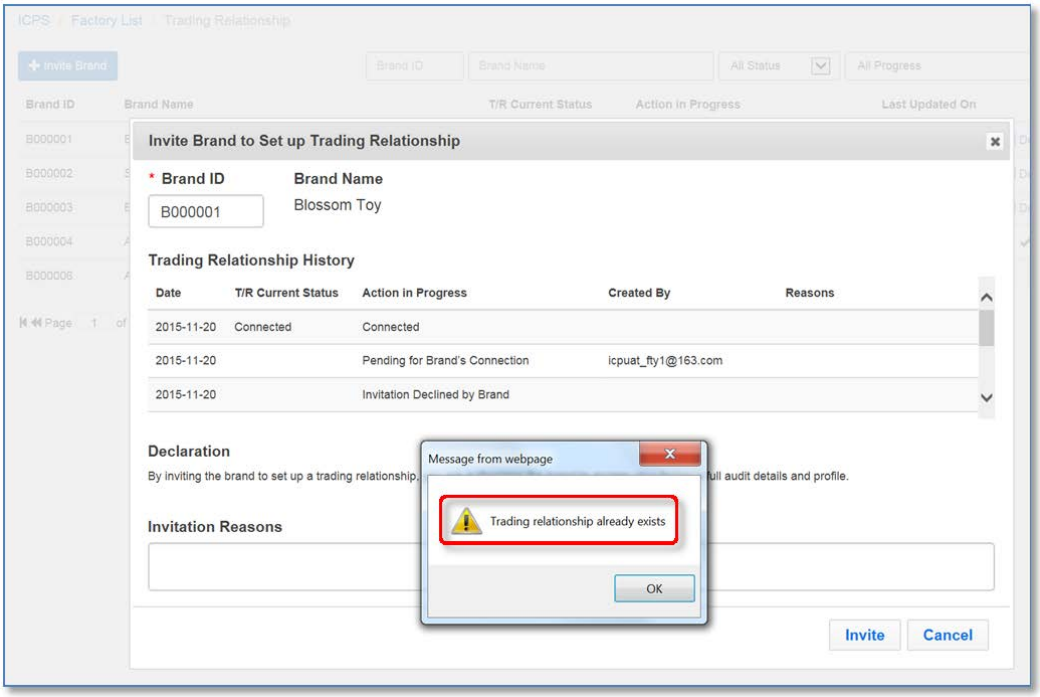
Figure 48：Invitation to establish a connection with the brand (Initial Invitation)



B. Alert to Duplicate Invitation

Factory cannot repeatedly send invitation to a connected brand, an invited brand or a brand that has already invited the factory; otherwise an alert will pop up stating “Trading relationship already exists”, see figure 49.

Figure 49：Alert to Duplicate Invitation



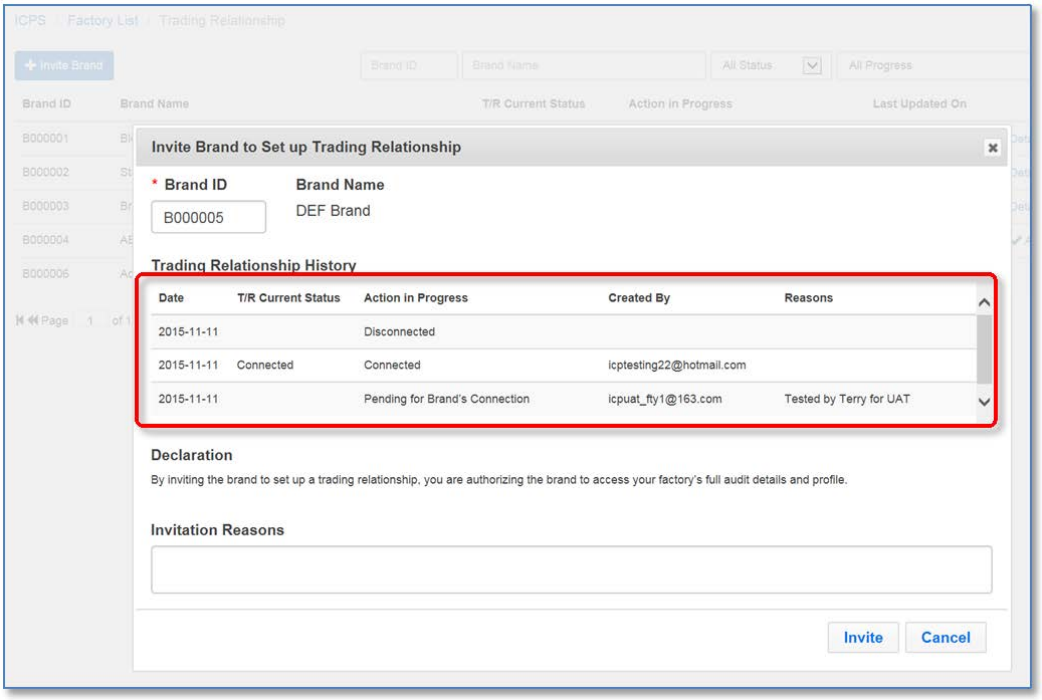
C. Re-sending an invitation

Under any of the following situation, the factory can resend an invitation to the related brand:

- The brand once declined the factory’s connection request
- The factory once declined the brand’s connection request
- The factory and the brand were once disconnected

Detailed instructions on sending an invitation can be found earlier in this chapter “**A. New Invitation**”. The details of their connection history record will be shown under “Trading Relationship History” in the invitation pop-up window, as shown in figure 50.

Figure 50：Re-invite to establish a connection with the brand



The latest trading relationship history record will be displayed as one of the following status and process types:

T/R Current Status *	Action in Progress	Explanation
(Blank)	**Invitation Declined by Brand**	**The factory's connection request was declined by the brand.**
(Blank)	**Invitation Declined by Factory**	**The brand's connection request was declined by the factory.**
(Blank)	**Disconnected**	**The factory and the brand were disconnected under any situation below:** • **The brand accepted the factory's disconnection request.** • **The brand disconnected the factory directly.**

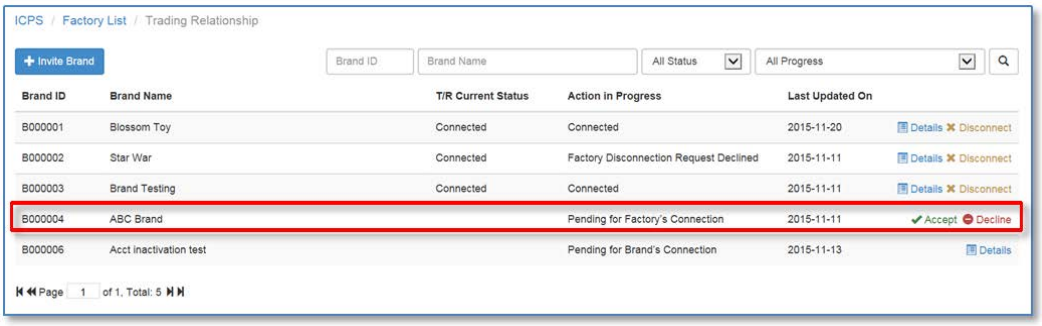
* The blank T/R current status indicates that the factory and brand was not connected.

- Factories are not encouraged to resend invitations to brands that have recently disconnected with the factory or declined the factory's invitation unless there is a strong reason.

3) Accept/Decline Brand's Connection Request

When a brand sent out a connection request to the factory, factory users can find the brand in the list under "**Trading Relationship**" page, see figure 51. The factory can either accept or decline this request.

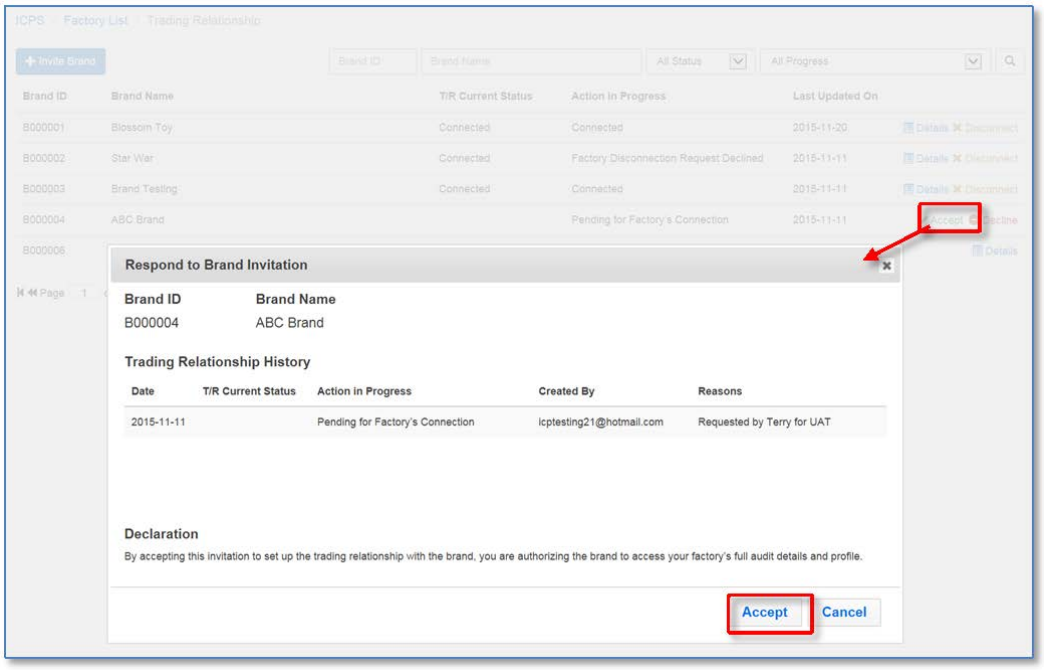
Figure 51：Trading Relationship Interface


ICPS / Factory List / Trading Relationship
Invite Brand
Brand ID
Brand Name
All Status
All Progress
Brand ID
Brand Name
T/R Current Status
Action in Progress
Last Updated On
B000001 Blossom Toy Connected Connected 2015-11-20 Details Disconnect
B000002 Star War Connected Factory Disconnection Request Declined 2015-11-11 Details Disconnect
B000003 Brand Testing Connected Connected 2015-11-11 Details Disconnect
B000004 ABC Brand Pending for Factory's Connection 2015-11-11 Accept Decline
B000006 Acct inactivation test Pending for Brand's Connection 2015-11-13 Details
Page 1 of 1, Total: 5

A. Accept Brand's Connection Request

Click on the "Accept" icon and then click on the "Accept" button in the pop-up window, see figure 52.

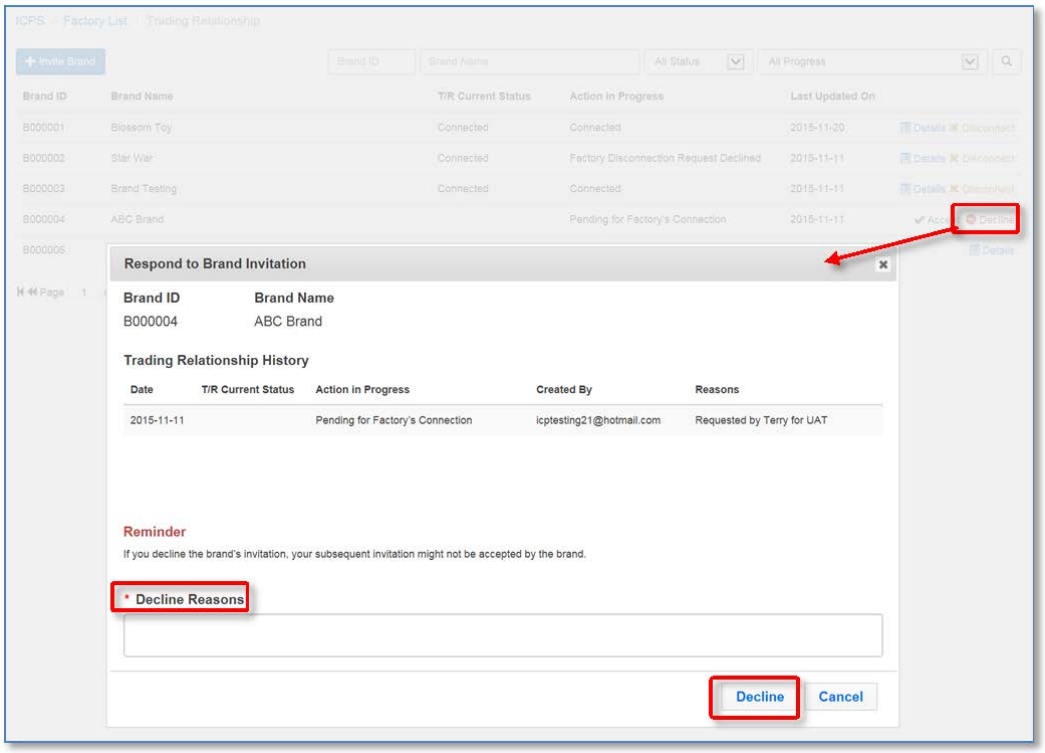
Figure 52：Accept Brand's Connection Request



B. Decline Brand's Connection Request

Click on the "Decline" icon, fill in the decline reason in the pop-up window and click on the "Decline" button, see figure 53.

Figure 53：Decline Brand's Connection Request

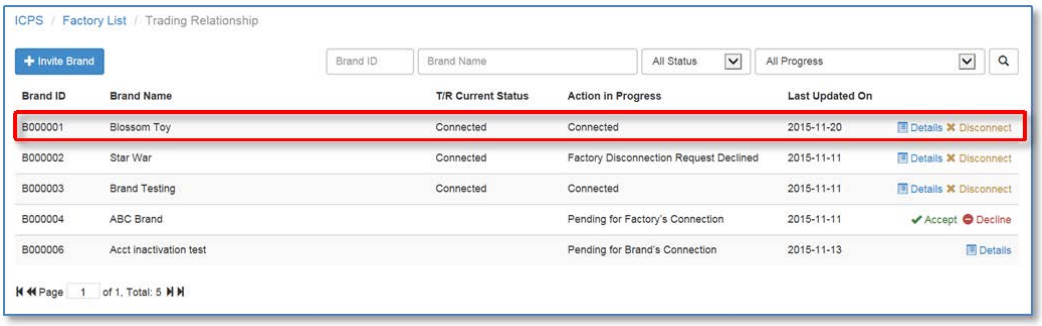


- Users must confirm with the factory management or related party, like intermediary trading partner, before declining the connection invitation from brands. Otherwise, if the factory is found to have a business transaction relationship with the brand but decline the brand's connection invitation, the brand might not accept to connect with the factory in the future.

4) Request of disconnection with the connected brand

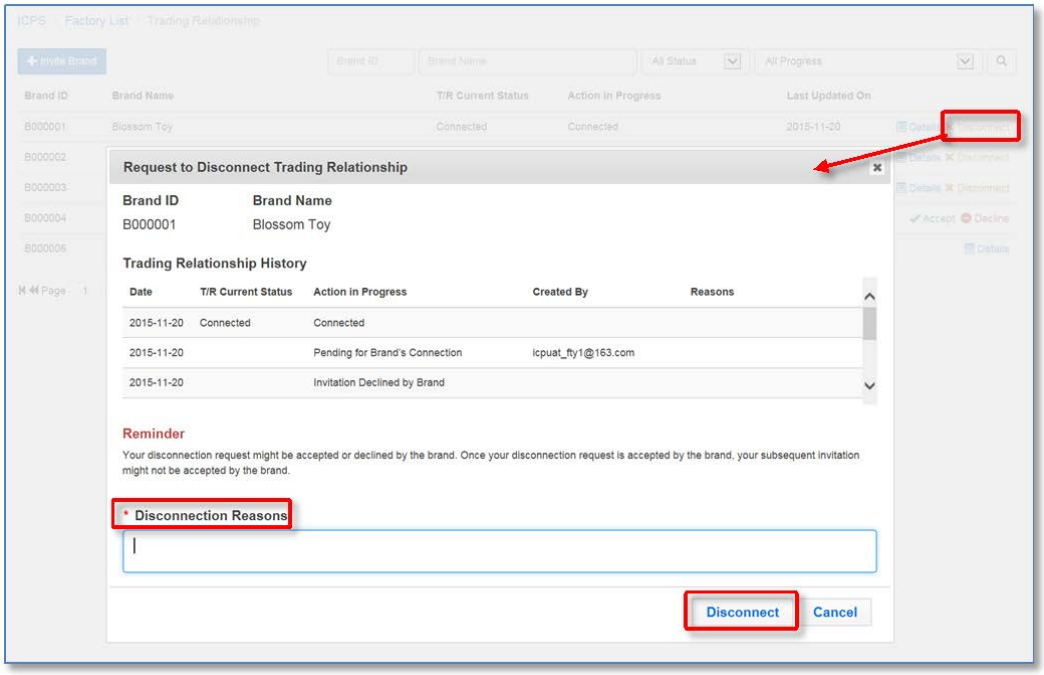
When the factory is successfully connected with the brand, the factory can find the brand in the list under "**Trading Relationship**" page and the T/R current status is "Connected", see figure 54. The factory can request to disconnect with the brand at any time.

Figure 54：Trading Relationship Interface



Click on the "Disconnect" icon and fill in the reason in English in the pop-up window. Then click the "Disconnect" button to confirm, see figure 55.

Figure 55：Request to Disconnect Trading Relationship

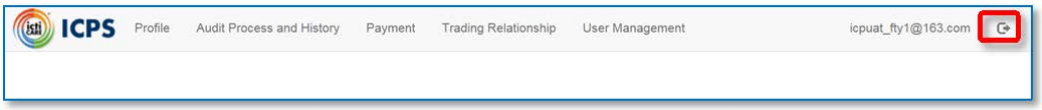


- Users must confirm with the factory management or related party like intermediary trading partner before sending a disconnection request to the brand.
- If there are existing business transactions between the factory and the brand, the brand might not accept the factory's request.

11. Logout System

To safeguard user account and factory information, the system will log out automatically in 90 minutes. User is advised to click to logout of the system when finishing your session, see figure 56.

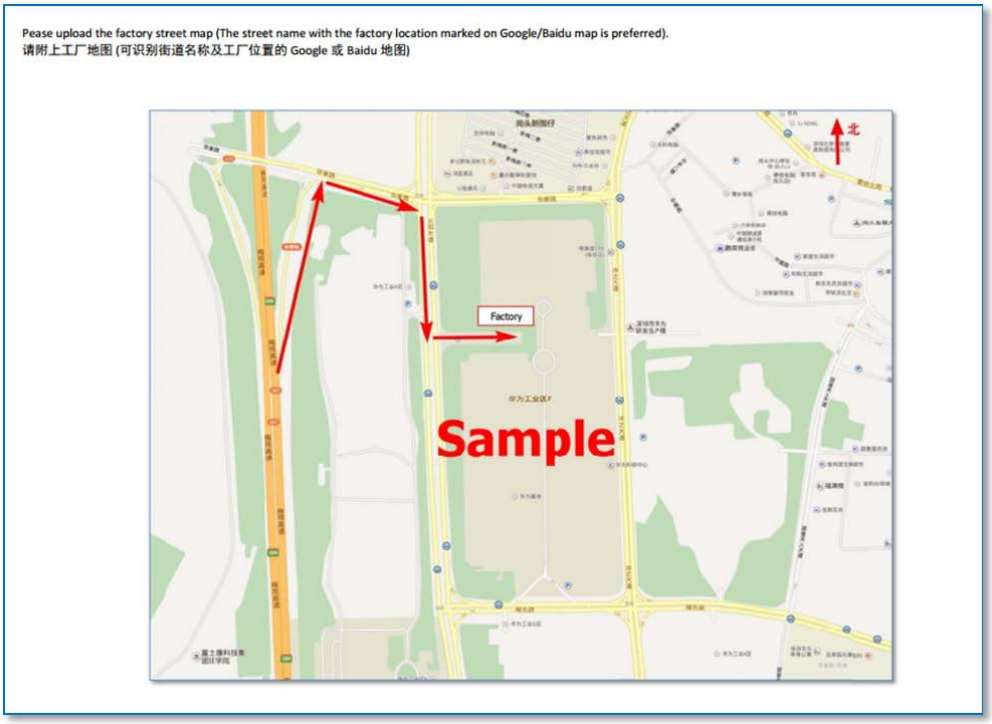
Figure 56：Log out ICP system



IV. Template of Documents Required

1. Factory Business License

2. Factory Map


Pease upload the factory street map (The street name with the factory location marked on Google/Baidu map is preferred).
请附上工厂地图 (可识别街道名称及工厂位置的 Google 或 Baidu 地图)
Factory
Sample

3. Factory Floor Plan

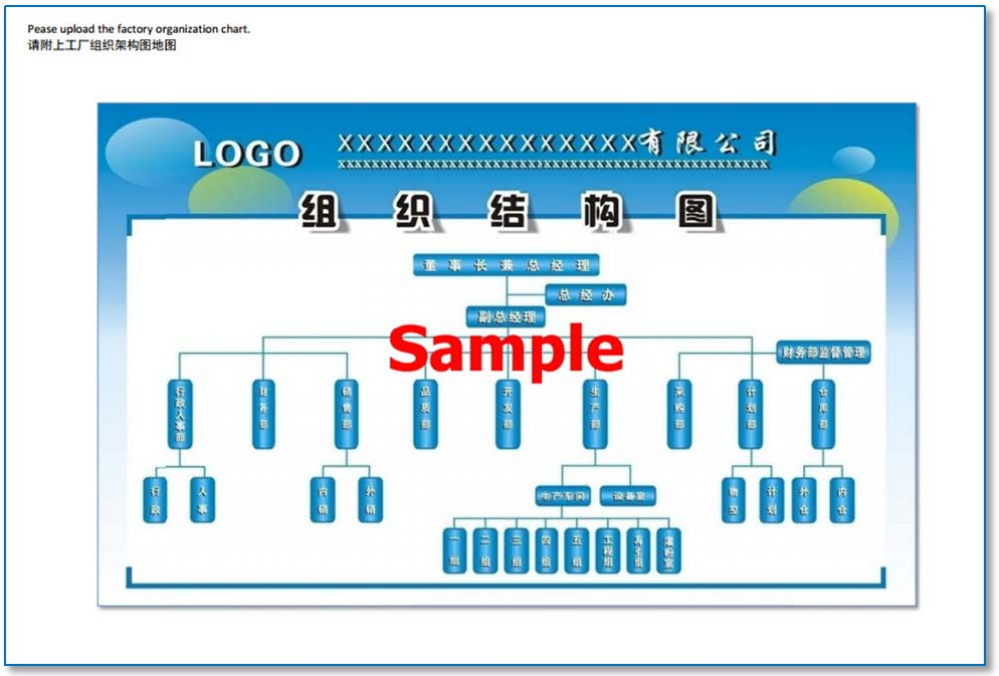
Pease upload the factory floorplan.
请附上工厂平面图

4. Image of Factory Main Gate

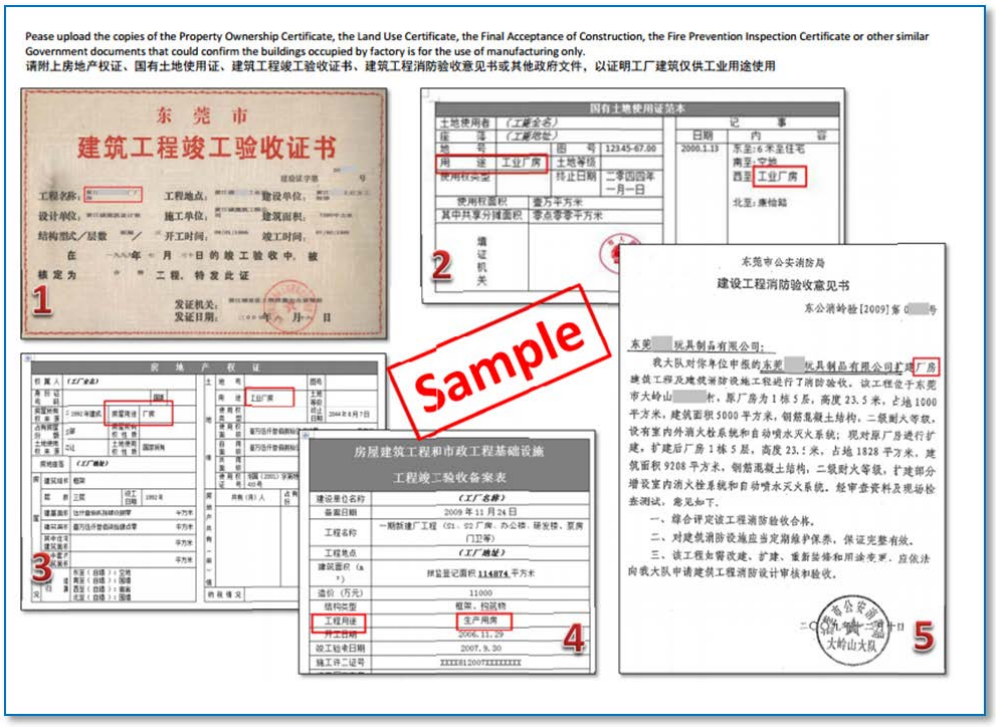
Pease upload the photo of factory gate.
请附上工厂大门照片

5. Image of Factory Main Building

6. Factory Organization Chart



7. Certificate of Industrial Building


Pease upload the copies of the Property Ownership Certificate, the Land Use Certificate, the Final Acceptance of Construction, the Fire Prevention Inspection Certificate or other similar Government documents that could confirm the buildings occupied by factory is for the use of manufacturing only.
请附上房地产权证、国有土地使用证、建筑工程竣工验收证书、建筑工程消防验收意见书或其他政府文件，以证明工厂建筑仅供工业用途使用
东 莞 市
建筑工程竣工验收证书
国有土地使用证范本
房 地 产 权 证
房屋建筑工程和市政工程基础设施
工程竣二验收备案表
东莞市公安消防局
建设工程消防验收意见书
Sample
1
2
3
4
5

8. Important Documents to Be Signed

ICTI CARE Foundation
ICTI CARE Foundation Asia Limited
WWW.ICTI-CARE.ORG
Important Documents to be signed
需签署的重要文件
ICP-LTF16 Ver.02 (CE)
This is to confirm that I have read, have fully understood and do accept all of the conditions below in connection with our factory's entry into the compliance program with the International Council of Toy Industries' Code of Business Practices ("ICTI CARE Process Audit"), I have made enquiries with the directors and senior executives of the factory and we hereby confirm that to the best of our knowledge and belief the following:
本人谨此确认已详阅、完全明白并接受有关本工厂在国际玩具工业理事会商业行为守则(国际玩具工业理事会"关爱"程序审核)下的所有规定，本人已咨询工厂最高领导及高级主管，并谨此声明我方已阅读并同意以下所附之重要文件:
Transparency Declaration 透明声明 ICP-LTF15 Ver.02 (CE)
Integrity Declaration 反贿赂声明 ICP-LTF04 Ver.02 (CE)
Terms and Conditions 条款与细则 ICP-TC Ver.04 (CE)
Important Message重要信息 ICP-LTF01 Ver.06 (CE)
Policy on Multi-Factories一区多厂政策 ICP-P10 Ver.01 (CE)
Please visit our website for more info in English and Chinese 请浏览我司官方网站以获取更多中英文信息
Training Course Schedule 培训安排 http://www.icti-care.org/e/content/cat_page.asp?cat_id=168
Latest News & Information 最新动向 http://www.icti-care.org/e/content/cat_page.asp?cat_id=177
Policies & Announcements 新政策/声明 http://www.icti-care.org/e/content/cat_page.asp?cat_id=194
Protocol Handbook (2013 Version) 审核规章手册 http://www.icti-care.org/e/content/cat_page.asp?cat_id=257
Factory Name (in English) 工厂名称(英文)
Factory Name (in Local Language) 工厂名称(本地语言)
ICP Seal Number (if any) 证书编号(如有)
Name of Factory Authorized Signatory 工厂授权签署代表/管理层姓名
Position of Signatory 签署人职位
Signature of Authorized Signatory 授权代表签署
Date 日期
Company Chop of Applicant 申请工厂之公司印章
Room 518, Star House, 3 Salisbury Road, Tsimshatsui, Kowloon, Hong Kong
Tel: (852) 2111-2462 Fax: (852) 2111-2126 Email:info@icti-care.org
Page 1 of 19

*Please refer to **Part I Section 4.New User Registration** to download this document.

V. Notifications

- Under different audit processes and statuses, ICPS system releases automatic notifications to valid factory users via no-reply@icti-care.org such as Annual Registration Reminder, Audit Firm Appointment, Report Released, Factory Status Approved, Registration Fee and Seal Fee Payment Advice, etc. Factory users are encouraged to make sure no-reply@icti-care.org is not blocked from your registered emails.
- Please do not reply to no-reply@icti-care.org ; this address is not monitored. If you have any enquiries, please do not hesitate to contact us at tel. no.: +852-2111246 or email: info@icti-care.org

Important notifications include but are not limited to:

Notification subject	Notification content
ICPS Account Activation	ICPS account activation by clicking the activation link
Edit and Provision Request for ICP Application	ICP application requires editing for re-submission
Payment Advice for New Factory Registration	Validation of New Factory Registration information and documents with payment advice enclosed
Payment Advice for Annual Factory Registration	Validation of Annual Factory Registration information and documents with payment advice enclosed
Receipt of New Factory Registration Fee	Enclosed with New Factory Registration fee receipt
Receipt of Annual Factory Registration Fee	Enclosed with Annual Factory Registration fee receipt
ICP Application Declined	Decline of ICP Application
Audit Firm Appointment	Notify factory of audit firm appointment
New Registration Completed	New Registration completed (Registration fee and ICA Audit Fee settled)
Annual Registration Completed	Annual Registration completed (Annual Registration fee and IAA Audit Fee settled)
Audit Report Available	Audit Report is available to download in ICPS
ICP Seal Approval Notice and Payment Advice	Normal seal approval notice and payment advice for Seal of Compliance Issuance Fee
Changes of ICP Seal Class and Payment Advice	Change of Seal Class notice with payment advice
ICP Seal Reinstatement and Payment Advice	ICP Seal Reinstatement and payment advice
Receipt of Seal of Compliance Issuance Fee	Receipt of Seal of Compliance Issuance Fee
ICP Probation Agreement and Payment Advice	Probation agreement with Probation Registration Fee and Probation Seal Fee payment advice
Receipt of Seal Reinstatement Fee	Receipt of Annual Factory Registration Fee and Seal of Compliance Issuance Fee enclosed
Audit Extension Approval Notice	Extension approval of audit cycle with Extension Fee payment advice
Receipt of Extension Fee	Extension fee receipt enclosed
Factory Status Updated	Notice of Factory Status update
Factory Annual Registration Reminder	Reminder of Annual Registration due to factory's current will be expired soon
Factory Termination or Inactivation	Factory's registration/seal status is terminated or inactivated with reason(s) enclosed

Trading Relationship Connection Request	Factory is requesting the brand to connect a trading relationship
Trading Relationship Request Accepted	Brand accepted factory's connection request
Trading Relationship Connection Request Declined	Brand declined factory's connection request
Trading Relationship Disconnection Request Accepted	The factory and the brand were disconnected. It can be triggered by either action below: • The brand accepted the disconnection request from the factory. • The brand disconnected the factory directly.
Trading Relationship Disconnection Request Declined	The brand declined the disconnection request from the factory.

VI. Frequently Asked Questions & Answers

Q1： **The user has input a valid email address for registration, but the system said the address is already registered and asked the user to input another one. What should the user do?**

A1： This explains that the email address is already registered in the system and cannot be used for re-registration. If the email address belongs to the user, the user can reset password by using “Forgot your Password?” function. For the detailed procedure, please refer to Part III, Section 2 “Forgot Password”.

Q2： **The user has registered successfully but fails to login to the system as the error message “Incorrect user name and password” appears. The user tries to use the Forgot Password function to reset password, but the email address does not exist. What is the reason and what should the user do?**

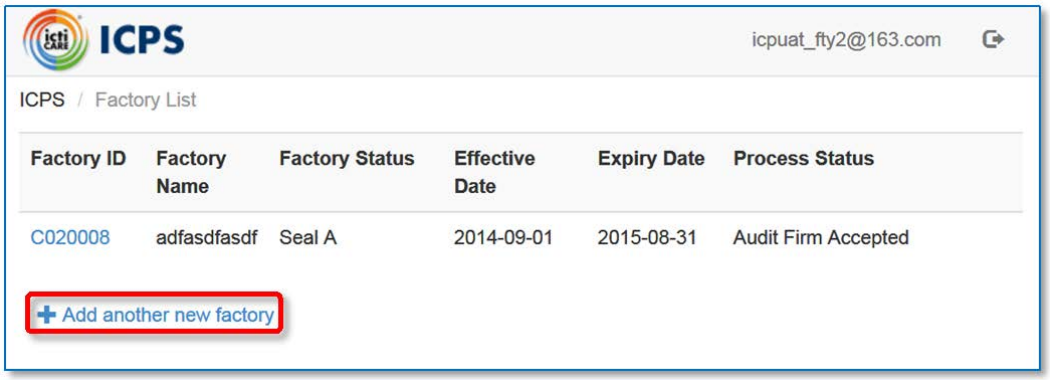
A2： This scenario may result from:

A) The new registered user has activated successfully but fails to submit new factory application within 30 days; by that the registration user information is removed from ICPS. User needs to register again.

B) The user resigned and the account has been removed by the factory administrator. Users need to contact factory administrator for details.

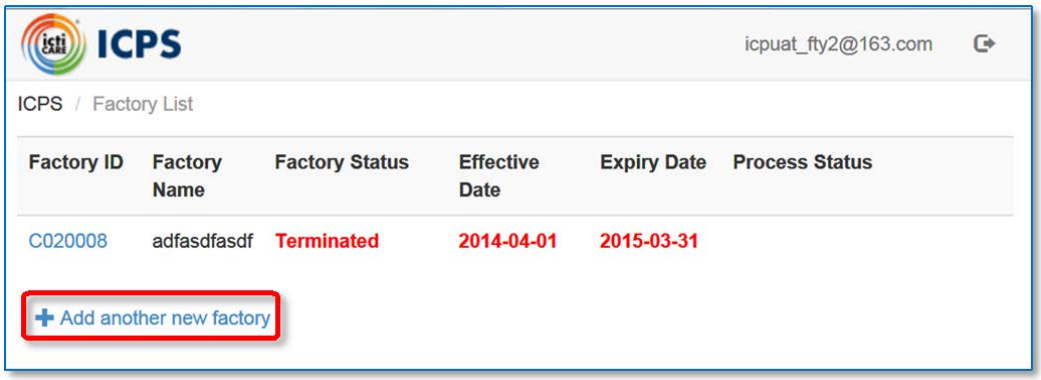
Q3： **If a company group has more than one factory applying for ICP, how to input applications from more than one factory at the same time?**

A3： User can add the new factory to the ICP system by using the “+Add another new factory” function on the factory list interface. For further procedure, please refer to Part I, Section 4 “Submit New Factory Application”.



Q4： **A factory's termination period has come to an end, how do you process the factory's re-application?**

A4： The situation is similar to question 3 above. User can add new factory to the ICP system by using the "+Add another new factory" function on the factory list interface. For further procedure, please refer to Part I, Section 4 "Submit New Factory Application".



Q5： **If all registered users of a factory in ICP no longer work for that factory, and no one from the factory can obtain the system login information, what should the factory do?**

A5： It is crucial to register ICP with a valid corporate email address, and this should be emphasized to every user. It also has to be ensured that there should be at least 2 valid users from the factory. Whenever there is user resigning from the factory, the factory administrator should remove the user account immediately and add another new user at the same time. Factory should contact ICP on a timely manner if it cannot login the system due to issues relating to user account management or personnel resignation. ICP will then inform the System Provider to specifically create a new user for the factory, which would be subject to extra charges.